



# *2001 Consumer Perception Survey Statewide Report*



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Arizona Department of Health Services  
Division of Behavioral Health Services  
Bureau of Quality Management and Evaluation

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## Executive Summary

A statewide consumer perception survey was jointly conducted in April 2001 by the Arizona Department of Health Services, Division of Behavioral Health Services (ADHS/DBHS) and the Regional Behavioral Health Authorities (RBHAs).

The 2001 statewide consumer perception survey expanded upon 1999 survey efforts, by utilizing three distinct surveys, based on the Substance Abuse and Mental Health Services Administration's Mental Health Statistics Improvement Program (MHSIP) Consumer Surveys. The surveys solicited independent feedback from the adults, families, and youth receiving services through Arizona's publicly-funded behavioral health system. Each survey provided information regarding consumer satisfaction in three service domains: **access**, **quality/appropriateness**, and **outcomes** (see Table ES1).

The 28-item adult version of the *MHSIP Consumer Survey* was mailed to a statewide sample of 7,625 adult clients. The statewide response rate was 19%. Overall, 80% of survey respondents were satisfied with the services they received. Seventy-one percent (71%) reported service accessibility as satisfactory; seventy-nine percent (79%) were satisfied of service quality/appropriateness; and 58% indicated positive outcome from services received.

These findings may be compared with the 1999 survey results on a limited scale (see discussion on surveys comparability). Using only the adult respondents for the 1999 survey, overall satisfaction was reported at 76%. About 68% reported satisfaction for service accessibility; 75% of respondents were satisfied of service quality/appropriateness; and about 58% reported satisfaction on service outcome.

This year marked the initial implementation of the *MHSIP Youth Services Survey for Families (YSS-F)*. The survey was mailed to the families of a statewide sample of 2,835 children receiving behavioral health services. The statewide response rate was 14%. Overall, 68% of survey respondents indicated satisfaction in the services their child/ren received, 70% expressed positive perception on service accessibility, and 75% indicated satisfaction on service quality/appropriateness. Fifty-one percent (51%) of survey respondents indicated positive perception of service outcome.

Together with the adult and youth/family surveys, the *MHSIP Youth Services Survey (YSS)* was administered this year. The survey was mailed to a statewide sample of 1062 enrolled children, aged 14 and above.<sup>1</sup> The statewide response rate was 7%. Overall, 68% of youth survey respondents indicated satisfaction on services received, 75% expressed satisfaction on service accessibility; and 72% indicated positive service quality/appropriateness. Similar to the family survey, 51% of the youth surveyed indicated positive perception of service outcome.

Several quality improvement activities, outlined in the Discussion section of this report, will be undertaken as a result of the Y2001 consumer perception survey. Some of these activities pertain to quality improvement in the area of future consumer survey administration. Other activities represent efforts to improve the quality of care provided to behavioral health consumers by using survey results to increase awareness and understanding of the areas where consumers appear to be least satisfied, and to take appropriate action based on this understanding.

This document contains the results for all three surveys with special analysis conducted on Title XIX and Title XXI (combined) clients. A brief summary of the RBHA report findings was also included as a separate section. Each RBHA analyzed the survey results in their respective areas and copies of the reports are available through the Bureau of Quality Management and Evaluation of the Division of Behavioral Health Services or from the Quality Management Offices of each of the RBHAs. Qualitative comments from consumers were reported verbatim and can be found as an Appendix of this document.

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<sup>1</sup> See body of report for exceptions to this statement.

## ES 1. Summary of Survey Results

Adult Survey	Percent of Respondents Satisfied			
	Overall (General) Satisfaction (Statewide N = 1292)	Access (Statewide N = 1288)	Quality/ Appropriateness (Statewide N = 1223)	Outcome (Statewide N = 1247)
<b>Statewide</b>	<b>80%</b>	<b>71%</b>	<b>79%</b>	<b>58%</b>
CPSA	73%	63%	77%	53%
EXCEL	82%	67%	82%	66%
NARBHA	78%	69%	79%	54%
PGBHA	86%	83%	83%	64%
ValueOptions	78%	69%	73%	53%

Family Survey	Percent of Respondents Satisfied			
	Overall (General) Satisfaction (Statewide N = 385)	Access (Statewide N = 379)	Quality/ Appropriateness (Statewide N = 379)	Outcome (Statewide N = 387)
<b>Statewide</b>	<b>68%</b>	<b>70%</b>	<b>75%</b>	<b>51%</b>
CPSA	66%	67%	70%	47%
EXCEL	72%	80%	80%	55%
NARBHA	64%	67%	78%	49%
PGBHA	69%	74%	83%	49%
ValueOptions	69%	66%	69%	55%

Youth Survey	Percent of Respondents Satisfied			
	Overall (General) Satisfaction (Statewide N = 68)	Access (Statewide N = 65)	Quality/ Appropriateness (Statewide N = 65)	Outcome (Statewide N = 70)
<b>Statewide</b>	<b>68%</b>	<b>75%</b>	<b>72%</b>	<b>51%</b>
CPSA	65%	61%	81%	65%
EXCEL	53%	73%	65%	33%
NARBHA	50%	67%	56%	20%
PGBHA	88%	93%	73%	71%
ValueOptions	88%	88%	88%	55%

## **SURVEY DESIGN AND METHODOLOGY**

### **Survey Planning**

ADHS/DBHS began planning for the 2001 consumer perception survey in early 2000, by conducting two focus group meetings which served as debriefing sessions for the 1999 consumer perception survey cycle. These meetings were conducted in March and April of 2000, and attended by representatives from the RBHAs, AHCCCS, and ADHS/DBHS. Discussions centered around 1999 survey issues as well as future survey administration processes. During the April focus group meeting, a presentation on the implementation of the MHSIP consumer survey throughout the United States was provided by Judy Hall, Ph.D.. Dr Hall currently leads the collection of consumer survey data for the MHSIP Sixteen State Indicator Pilot (SIP) Grant. The presentation addressed several aspects of consumer survey implementation, including sample size, survey methodology, MHSIP consumer survey versions used by various states, and an update on the activities of MHSIP on consumer surveys.

Several recommendations resulted from the debriefing sessions, which were considered during the planning and implementation of the 2001 consumer perception survey. ADHS/DBHS and the RBHAs both agreed to administer the MHSIP 28-item adult consumer survey, the MHSIP Youth Services Survey (YSS) as well as the MHSIP Youth Services Survey for Families (YSS-F) for the 2001 survey cycle. Additional questions were added to each survey pertaining to primary care, treatment planning, and other issues of interest to the RBHAs and ADHS/DBHS. It was decided that the survey methodology to be used for the 2001 survey would remain consistent with that used for the 1999 consumer perception survey: surveys would be administered by mail, to a sample of randomly selected active clients receiving services through a RBHA.

Another activity completed in preparation for the 2001 consumer perception survey was the pilot testing of the adult and family consumer surveys. EXCEL, the RBHA serving Yuma and La Paz counties, volunteered to pilot test the surveys in lieu of their annual client satisfaction survey. Pilot testing was conducted in the summer of 2000, and the lessons learned from this process (i.e. need to verify client addresses, lower than expected response rate from clients of Hispanic origin, and a low percentage of returned completed surveys with written comments) were incorporated into the design of the 2001 survey.

During the planning period, the RBHAs were encouraged to validate client addresses prior to survey administration to minimize problems of undeliverable mail. A strategy to address prior concerns on clients with domestic violence problems was identified and RBHA representatives were also encouraged to share strategies used to increase response rates, i.e. second mailings.

### **Survey Administration and Management**

As with the 1999 consumer perception survey, the RBHAs assumed the lead role in administering the survey process, while ADHS/DBHS remained active in providing oversight and technical assistance as needed. The Consumer Survey Workgroup, comprised of a core group of ADHS/DBHS staff, a representative from AHCCCS, and members of the survey teams established by each RBHA (see Appendix A) jointly discussed and agreed to major decisions relating to survey implementation.

March 30, 2001 was set as the mailing (distribution) date for all surveys, and April 30, 2001 was set as the postmarked due date for returned surveys. An additional two week period was added to this return date to allow for the inclusion of surveys whose return was delayed by mail service or for other reasons. This provided a total of a seven week survey window. All surveys returned on or before May 15, 2001 were included in the tabulation of survey results.



## Sampling Methodology

The following steps were completed to obtain the sample of clients targeted for receipt of a consumer perception survey:

- < Each RBHA provided ADHS/DBHS with an electronic data report containing all enrolled and active clients, by program<sup>1</sup>, as of October 1, 2000.<sup>2</sup> This is the population (sampled population) from which the sample was drawn.
- < ADHS/DBHS utilized the population data submitted by the RBHAs to determine the sample size, using the RBHAs and programs as stratifying units. The sample size was calculated using an alpha of 5% with a power of 80%.
- < The calculated sample, given the statistical assumptions, was adjusted upwards based on the RBHA prior response rates.
- < Each RBHA randomly selected their sample population (the randomly selected individuals to whom the surveys were sent) using the sample size recommended by the ADHS/DBHS for each program.<sup>3</sup>
- < Each RBHA conducted an address verification process for clients selected to be a part of the sample population. Clients whose addresses could not be verified were replaced with other randomly selected clients belonging to the same program from the original population files.

The statewide sample size for the three surveys altogether was 10,607. Appendix B provides further detail as to the breakout of the sample by RBHA and program.

In order to verify the representativeness of the sample population, each RBHA completed a comparison of the sample and the active (sampled) population for each program with respect to the following variables: entitlement status; gender, age group, ethnicity, and race<sup>4</sup>. This process was also completed at the statewide level. Results of the statewide comparison are detailed in Appendix C. A yardstick of +/- 10% was used for assessing representativeness. Using this methodology, the comparison showed that the sample population is considered to be representative of the sampled population, i.e. active clients as of October 1, 2000.

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<sup>1</sup> "Program" refers to the ADHS/DBHS program categories of General Mental Health (GMH), Substance Abuse (SA), Seriously Mentally Ill (SMI), and Children.

<sup>2</sup> "Active" refers to clients who are open and have received a service within the past 120 days, and still open as of the date the sample was pulled.

<sup>3</sup> In addition to stratification by program, NARBHA attempted to stratify their sample by Service Area Agency. The actual sample size for EXCEL and ValueOptions programs varied slightly from the sizes originally specified by ADHS/DBHS.

<sup>4</sup> CPSA did not complete a comparison based on ethnicity, as their data system did not contain a data element for ethnicity during the time period that the survey population and sample data were drawn.

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### Survey Instruments

The following surveys were administered for Y2001:

- < *MHSIP 28-item version of the Adult Consumer Survey*, was administered to a sample of adult clients (SMI, GMH, SA clients).
- < *MHSIP Youth Services Survey for Families (YSS-F)* was administered to the families of children receiving behavioral health services in the sample population.
- < *MHSIP Youth Services Survey (YSS)* was administered to a sample of children aged 14 to 18 and receiving behavioral health services.

Each survey type consists of core items and additional questions which were primarily recommended by MHSIP to address some pertinent issues such as linkage to primary health care, participation in treatment planning, children's school performance, children's involvement in criminal justice, etc.

All surveys consist of four parts. Part I is designed to collect demographic information, Part II contains the core survey questions, Part III contains additional questions on topics discussed above, and Part IV is for consumer's written comments. Results pertaining to Part I through III of the surveys are discussed in sections V, VI and VII of this report, respectively. The written comments provided by survey respondents are included in Appendix K through M.

All surveys used a 5-point Likert scale: Strongly Agree (1); Agree (2); Neutral (3); Disagree (4); Strongly Disagree (5) plus a Not Applicable response.

All three surveys were translated from English into Spanish (see Appendix D) and were available in a scannable format. ADHS/DBHS provided a template copy of each survey both in English and Spanish to the RBHAs. Each RBHA made the required number of copies of the surveys where both English and Spanish version of the survey were copied. This provides clients the choice of language. The RBHAs prefilled each survey with the following information: survey tracking number; RBHA ID; program ID; entitlement status indicator; facility ID; name of service agency; and telemedicine indicator. A survey tracking number was assigned to each survey distributed by the RBHA as a means to easily identify duplicate surveys, and prevent duplicate data entry. Assignment of tracking numbers was conducted by the RBHAs using a method that did not jeopardize respondent anonymity.

To maximize consumer response rates, a letter from the Mental Health Association of Arizona was included in the survey packet together with the RBHA cover letter (see Appendix E for sample). A pre-addressed, postage-paid envelope accompanied each mailing packet. A friendly reminder/thank you postcard was sent out by the RBHAs approximately two weeks after the initial mailing (see Appendix F for a sample). This postcard thanked those individuals who had already completed and returned the survey, and encouraged survey recipients who had not yet completed the survey to do so. In addition to these, posters or announcements were posted in provider offices. ADHS/DBHS likewise went out to consumer groups to present the results of the 1999 survey and to promote consumer participation in the Y2001 surveys.

### Data Analysis

To address concerns about data quality and integrity, the ADHS/DBHS invested in a Teleform software that allows production of survey forms in scannable format and an Optical Character Imaging (OCI) scanner that reads the completed scannable survey form. This method is also beneficial in terms of saving staff time in data entry.

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A by-product of the use of this advanced technology, which is expected to improve productivity and efficiency in the management of survey data, is the consistent coding of survey responses and the automatic population of survey data into an SPSS (Statistical Package for the Social Sciences) database.

Technical assistance was provided in several areas: (1) ADHS/DBHS provided RBHA staff training in the use of the Teleform software/OCI scanner; (2) ADHS/DBHS organized a statistics and data analysis training for the RBHA survey teams prior to writing their report; (3) ADHS/DBHS provided guidance to the RBHA staff in interpreting the results of the survey; and (4) ADHS/DBHS contracted with a statistician to write a script for analyzing the survey data. The script saved staff time in manipulating survey data results and provided more time in analyzing results.

The RBHAs were required to analyze their respective survey results and were requested to submit data files on survey results for inclusion in the statewide analysis. A proposed outline was provided by ADHS/DBHS to the RBHAs to promote consistency in the content of the RBHA reports. Likewise, the SPSS scripts that were provided to all RBHAs for use in analyzing their data files ensured consistency in the manipulation of data.

ADHS/DBHS, on the other hand, merged the survey data from all RBHAs to make a statewide analytic file. The analysis for the statewide report includes both RBHA breakout and overall statewide performance. The discussion outline of the statewide report and the RBHA report are the same. However, the statewide report used the statewide rolled up data, as opposed to specific RBHA data, as the unit of analysis.

The results were analyzed in several ways: (1) survey item analysis: taking the average score for each survey item, reporting the percentage of respondents 'agreeing' or 'strongly agreeing' with the survey item, presentation of the top ranking items and presentation of the bottom ranking survey items. (2) domain score analysis by using the MHSIP scoring protocol. A satisfactory rating is equivalent to a domain mean score of <2.5. Refer to Appendix D (Scoring Protocol) for a breakout of the survey items by domain. Only cases with total number of responses equivalent or greater than two-thirds of the number of items in the domain were considered in the analysis. N/A and 'blank' fields were considered as system missing values and thus excluded from the analysis. In other words, only survey responses with valid values (i.e. using the Likert scale of 1 through 5) were analyzed.

For this year's survey, the overall satisfaction is reported as equivalent to the general satisfaction domain. This is slightly different from the methodology used for computing the 1999 overall rate of satisfaction, which is equivalent to the percentage of the 'Agree' or 'Strongly Agree' responses to total valid responses across all domains. The change in methodology was agreed upon by DBHS and RBHA staff after carefully evaluating the general satisfaction survey items.

## 2001 Statewide Consumer Perception Survey

### RESPONSE RATES

#### Overall

Response rate is computed as the percentage of total number of surveys returned, divided by the total number of surveys mailed net of reported undeliverable mail.<sup>1</sup> The statewide response rate for the adult survey was the highest, at 19%. The family survey response rate was 14%, followed by the youth survey response rate at only 7%. Table RR1 below provides information regarding survey response rates, by RBHA.<sup>2</sup> See Appendix G for a breakout of the adult survey response rates by program.

Despite efforts to increase 2001 consumer perception survey response rates (e.g. address verification, replacement of cases with invalid addresses, inclusion of an endorsement letter from the Mental Health Association of Arizona which sought consumer participation in the survey, postcard reminder (second mailing), poster announcements), the response rate for the 2001 survey remained relatively the same as that of 1999. Given this fact, a major focus in planning for the 2003 consumer perception survey will include a review of survey methods that have been adopted by other states who have reported higher response rates.

**RR1. Survey Response Rates**

RBHA	Surveys Mailed (a)	Undeliverable Surveys (b)	Surveys Returned (c)	Response Rate (c)/[(a)-(b)]
<b>ADULT SURVEY</b>				
CPSA	1764	15	214	12%
EXCEL	641	99	193	36%
NARBHA	1767	not documented	257	15%
PGBHA	1333	19	343	26%
VALUEOPTIONS	2120	197	349	18%
STATEWIDE	7625	330	1356	19%
<b>FAMILY SURVEY</b>				
CPSA	613	6	77	13%
EXCEL	180	40	40	29%
NARBHA	708	not documented	69	10%
PGBHA	537	1	100	19%
VALUEOPTIONS	797	50	108	14%

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<sup>1</sup> NARBHA did not track the number of undeliverable surveys.

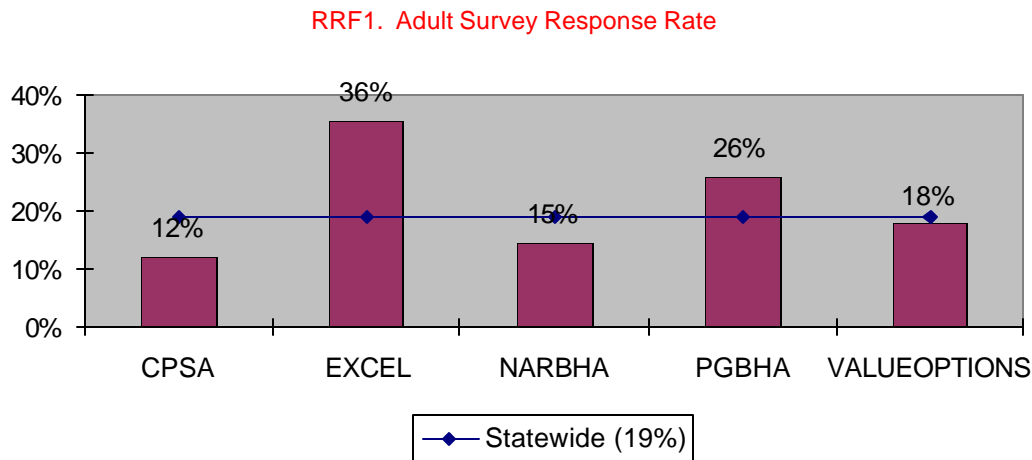
<sup>2</sup> The RBHA response rates, as calculated for the statewide report, varies from those reported in the EXCEL and ValueOptions reports due to differences in the way these RBHAs calculated response rate. Also, the response rate calculated by ADHS/DBHS for ValueOptions accounts for additional undeliverable surveys discovered after ValueOptions had submitted their report, thus were not considered in ValueOption's calculation of their response rate.

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RBHA	Surveys Mailed (a)	Undeliverable Surveys (b)	Surveys Returned (c)	Response Rate (c)/[(a)-(b)]
STATEWIDE	2835	97	394	14%
<b>YOUTH SURVEY</b>				
CPSA	167	0	18	11%
EXCEL	147	32	18	16%
NARBHA	289	not documented	10	3%
PGBHA	219	0	20	9%
VALUEOPTIONS <sup>a</sup>	240	unknown	8	3%
STATEWIDE	1062	32	74	7%

<sup>a</sup> The number of undeliverable ValueOptions youth surveys and youth survey response rate could not be precisely calculated due to ValueOptions' method of distribution (i.e. sending family and adult surveys in the same packet to all children in the survey sample, regardless of age). Therefore, the ValueOptions youth survey response rate was approximated by dividing the number of youth surveys returned from children aged 14 or older, by the number of children aged 14 or older in the sample.

## Adult Survey



From the table above, the statewide adult survey response rate is reported at 19%. There is consid

erable variation among individual RBHA response rates, as depicted in the graph below.

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The highest response rate was seen for EXCEL at 36%, while the lowest was reported by CPSA at 12%. The rest of the RBHAs achieved the following response rates: PGBHA, 26%; Value Options, 18%; and NARBHA, 15%.

Although EXCEL achieved a high response rate, there was a finding associated with the computation of the response rate that this report would like to underscore. Approximately 15% of the adult surveys mailed by EXCEL were returned as undeliverable. This is relatively high compared to the rest of the other RBHAs. On the other hand, NARBHA did not track the number of undeliverable surveys. If there are indeed undeliverable surveys, this should have been accounted for in the computation of the response rate.

ValueOptions (9%) is a far second to EXCEL in terms of the number of undeliverable mail. Both CPSA and PGBHA had a very low percentage of undeliverable surveys, hovering around 1%. This is likely due to the thorough efforts made by both of these RBHAs to verify client addresses prior to survey distribution.

### Family Survey

Family surveys were distributed to the families of randomly sampled children/adolescents receiving mental health/substance abuse services<sup>3</sup>. The total number of family surveys distributed was 2835.

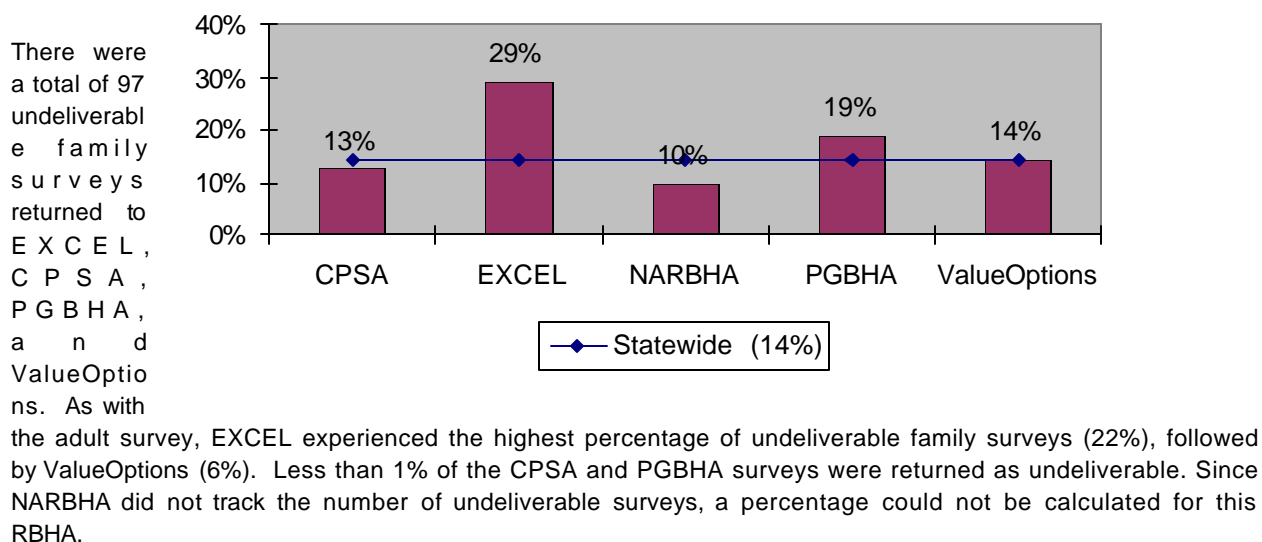
The statewide response rate for the family survey is calculated at 14%. There is considerable variation among individual RBHA response rates, as demonstrated in the graph below. The highest response rate was reported by EXCEL at 29%, followed by PGBHA at 19%, ValueOptions at 14%, and CPSA at 13%. NARBHA reported the lowest response rate, at 10%.

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<sup>3</sup> EXCEL distributed family surveys only to the households of children under the age of 13.

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RRF2. Statewide Family Survey Response Rate



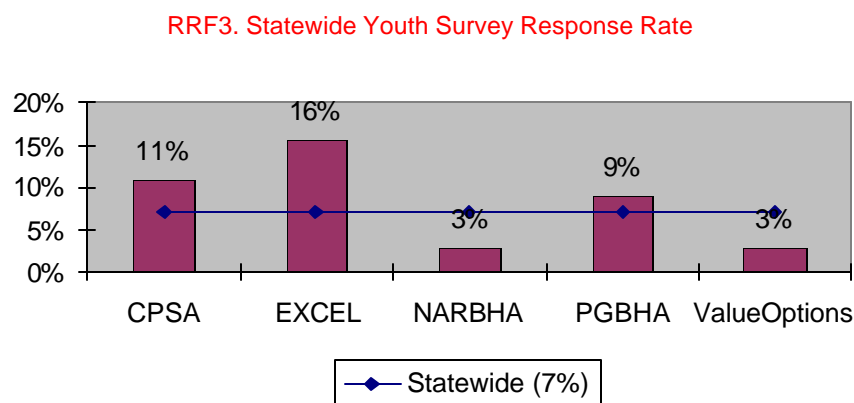
## Youth Survey

Youth surveys were distributed to a random sample of children receiving mental health/substance abuse

## 2001 Statewide Consumer Perception Survey

services within the age bracket of 14 through 17<sup>4</sup>. The total number of youth surveys distributed was 1062. There were a total of 32 youth surveys returned as undeliverable, all from EXCEL<sup>5</sup>.

The statewide response rate for the youth survey is calculated at 7%. There is considerable variation among individual RBHA response rates, as demonstrated in the graph below. The highest response rate was seen for EXCEL at 16%, followed by CPSA at 11%, and PGBHA at 9%. NARBHA and ValueOptions had the lowest response rate, at 3%.



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<sup>4</sup> EXCEL distributed the youth surveys to children aged 13 - 17 (as opposed to the survey protocol of 14-17). ValueOptions also inadvertently sent youth surveys to all children in their survey sample, regardless of age, within the same survey packet as the family survey. To correct for this error, data from the 10 youth surveys that were returned to ValueOptions from families with children under the age of 14 were excluded from the youth survey and analyzed with the family surveys instead. In addition, the youth survey response rate for ValueOptions was calculated using the number of children in the sample who were aged 14 or older, divided by the number of youth surveys returned by/for children aged 14 or older.

<sup>5</sup> The number of undeliverable ValueOptions youth surveys could not be calculated due to ValueOptions' method of distribution (sending both youth and family surveys to all children in the same packet, regardless of age), as it is not possible to determine which undeliverable surveys were returned from households with children aged 14 or older.



## ADULT SURVEY

### Respondent Profile

The total number of adult surveys returned was 1356. After 'cleaning' for late returns and unuseable surveys (e.g., surveys returned blank or with a very low item response), the valid number of returns used in the subsequent analysis was 1312. Table 1 provides a breakdown of the surveys used in the statewide analysis, by RBHA and Program.

**Table 1 - Adult Surveys used in Statewide Analysis, by RBHA and Program**

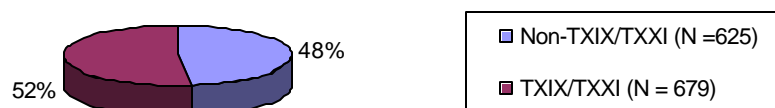
	General Mental Health	Substance Abuse	Seriously Mentally Ill	Missing Program Indicator	Total
<b>CPSA</b>	92	46	76	0	214 (16%)
<b>EXCEL</b>	43	25	125	0	193 (15%)
<b>NARBHA</b>	84	32	141	0	257 (20%)
<b>PGBHA</b>	117	49	158	8	332 (25%)
<b>ValueOptions</b>	98	45	173	0	316 (24%)
<b>Statewide</b>	434 (33%)	197 (15%)	673 (51%)	8 (1%)	1312 (100%)

Over half (51%) of adult survey respondents were persons receiving services for serious mental illness (SMI program), while a third (33%) of the completed surveys received were from individuals receiving general mental health services (GMH Program), and 15% were from individuals enrolled in a RBHA substance abuse (SA) program.

Most survey respondents (90%) reported completing the survey themselves, while 10% of the surveys were reported to be completed by someone else, such as a parent, relative, guardian, or friend of the person receiving mental health/substance abuse services.

Figure 1 shows that the entitlement status (TXIX/TXXI) of survey respondents was mostly evenly split between those whose services are funded through Title XIX/XXI (52%), and those with state-only (Non-TXIX/XXI) funding (48%)<sup>1</sup>.

**Figure 1 - Adult Survey Respondents:  
by Entitlement Status**



<sup>1</sup> Percentages based on the 1304 surveys with information on entitlement status.

## FY 2001 Statewide Consumer Perception Survey

The majority of adult survey respondents (61%) were female (Figure 2), while 39% were male.<sup>2</sup>

Figure 2 - Adult Survey Respondents:  
by Gender

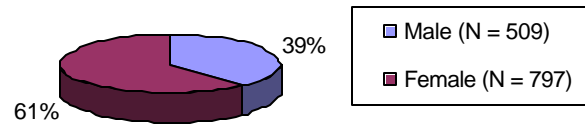
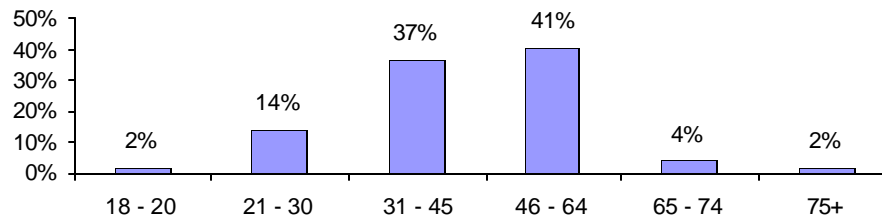


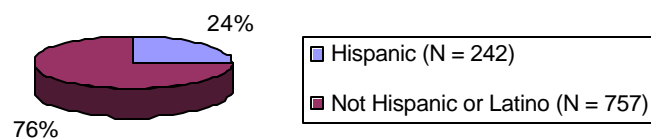
Figure 3 shows that 41% (N = 534) of survey respondents were between the ages of 46 and 64, followed by 37% in the 31 to 45 age range (N = 477), 14% in the 21 to 30 age range (N = 179), 4% in the 65 to 74 age range (N = 54), 2% in the 75 + age range (N = 30), and 2% in the 18 to 20 age range (N = 29).<sup>3</sup>

Figure 3 - Adult Survey Respondents:  
by Age Group



In terms of ethnicity, almost a fourth (24%) of survey respondents left this survey item blank. Of those who responded, 76% identified their ethnicity as non-Hispanic or Latino, while 24% indicated they were of Hispanic or Latino descent (see Figure 4).

Figure 4 - Adult Survey Respondents:  
by Ethnicity

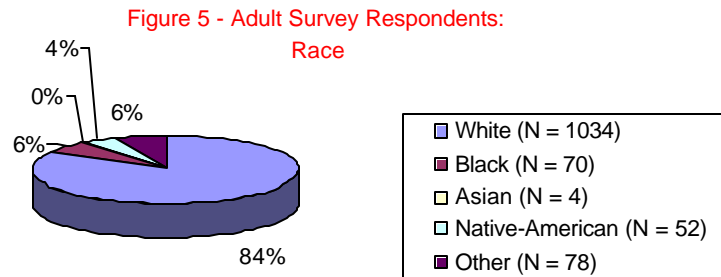


<sup>2</sup> Percentages based on the 1306 surveys with a valid gender indicator.

<sup>3</sup> Percentages based on the 1303 surveys with a completed "age" survey item.

## FY 2001 Statewide Consumer Perception Survey

Eighty-four percent (84%) of survey respondents identified themselves as White, 6% as Black, 4% as Native American, less than 1% as Asian and 6% for the "Other" race category. (see Figure 5).<sup>4</sup>



### Test for Non-Response Bias

In order to assess representativeness, the demographic characteristics of the adult survey respondents were compared to that of the adult clients in the sampled population (enrolled and active adult clients as of October 1, 2000), as well as with the adult clients in the sample. A table providing the results of these comparisons is included in Appendix H.<sup>5</sup>

Using a variation of +/- 10% as a yardstick, the statistics suggest that survey respondents were representative of the active (sampled) population and of the sample population with respect to entitlement status, gender, age, ethnicity, and race.

### Survey Results

The ensuing discussion pertains to the 28 MHSIP questions contained in Part II of the survey.

#### *Satisfaction by Survey Item*

Table 2 shows the survey items and domains with the computed mean score, standard deviation and percentage of respondents who responded 'Strongly Agree' or 'Agree' on the survey item (i.e. respondent agreement).

**Table 2 - Adult Survey Results by Survey Item**

Survey Item	Mean	Standard Deviation	% of survey respondents "Agreeing" or "Strongly Agreeing" w/Survey Item
<b>General Satisfaction</b>			
1. I like the services that I received here. (N = 1283)	1.90	0.92	81%
2. If I had other choices, I would still get services from this agency. (N = 1280)	2.00	1.01	78%
3. I would recommend this agency to a friend or family	1.86	0.94	83%

<sup>4</sup> Percentages based on the 1238 surveys with a completed "Race" survey item.

<sup>5</sup> Based on population, sample, and respondent data files provided to ADHS/DBHS by the RBHAs.

**FY 2001 Statewide Consumer Perception Survey**

<b>Survey Item</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>% of survey respondents "Agreeing" or "Strongly Agreeing" w/Survey Item</b>
member. (N = 1283)			
<b>Access</b>			
4. The location of services was convenient (parking, public transportation, distance, etc.). (N = 1282)	2.02	1.01	78%
5. Staff were willing to see me as often as I felt was necessary. (N = 1281)	2.00	1.03	78%
6. Staff returned my calls within 24 hours. (N = 1227)	2.16	1.11	73%
7. Services were available at times that were good for me. (N = 1274)	1.94	0.93	82%
8. I was able to get all my services I thought I needed. (N = 1278)	2.19	1.16	71%
9. I was able to see a psychiatrist when I wanted to. (N = 1226)	2.28	1.12	68%
<b>Quality/Appropriateness</b>			
10. Staff here believe I can grow, change, and recover. (N = 1232)	1.99	.91	76%
11. I felt comfortable asking questions about my treatment medication. (N = 1231)	1.89	0.91	83%
12. I felt free to complain. (N = 1248)	2.13	1.04	74%
13. I was given information about my rights. (N = 1262)	1.92	0.88	84%
14. Staff encouraged me to take responsibility for how I live my life. (N = 1239)	1.93	0.86	81%
15. Staff told me what side effects to watch out for. (N = 1219)	2.21	1.06	72%
16. Staff respected my wishes about who is, and who is not, to be given information about my treatment. (N = 1219)	1.89	0.89	82%
17. I, not staff, decided my treatment goals. (N = 1221)	2.33	1.05	63%
18. Staff were sensitive to my cultural background (race, religion, language, etc.). (N = 1164)	2.01	0.87	76%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness. (N = 1221)	2.16	1.03	72%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.). (N = 1191)	2.26	1.04	66%
<b>Outcome</b>			
21. I deal more effectively with daily problems. (N = 1241)	2.24	0.99	68%
22. I am better able to control my life. (N = 1241)	2.26	1.00	67%
23. I am better able to deal with crisis. (N = 1247)	2.38	1.04	63%
24. I am getting along better with my family. (N = 1204)	2.29	1.01	66%
25. I do better in social situations. (N = 1223)	2.52	1.07	56%
26. I do better in school and/or work. (N = 926)	2.62	1.09	50%
27. My housing situation has improved. (N = 1120)	2.49	1.11	56%
28. My symptoms are not bothering me as much. (N = 1249)	2.55	1.17	58%

As can be seen from the table above, respondent agreement with survey items ranged from a high of 84% to a low of 50%. Most survey items achieved respondent agreement of 65% or higher, with a few items falling below this level. (see Table 3).

**Table 3 - Summary of Item Agreement Percentages**

## FY 2001 Statewide Consumer Perception Survey

Percent of respondents indicating agreement with Survey item	Survey Item(s)
80 - 84%	#1, #3, #7, #11, #13, #14; #16
75 - 79%	#2, #4, #5, #10, #18,
70 - 74%	#6, #8, #12, #15, #19
65 - 69%	#9, #20, #21, #22, #24
60 - 64%	#17, #23
55 - 59%	#25, #27, #28
50 - 54%	#26

The five survey items with the highest percentage of respondent agreement, from highest to lowest, are as follows:

**#13. I was given information about my rights.**

(84%; General Satisfaction)

**#3. I would recommend this agency to a friend or family member.**

(83%; General Satisfaction)

**#11. I felt comfortable asking questions about my treatment medication.**

(83%; Quality/Appropriateness)

**#7. Services were available at times that were good for me.**

(82%; Access)

**#16. Staff respected my wishes about who is, and who is not, to be given information about my treatment.**

(82%; Quality/Appropriateness)

The five survey items with the lowest percentage of respondent agreement, from lowest to highest, are as follows:

**#26. I do better in school and/or work.**

(50%; Outcomes)

**#25. I do better in social situations.**

(56%; Outcomes)

**#27. My housing situation has improved.**

(56%; Outcomes)

**#28. My symptoms are not bothering me as much.**

(58%; Outcomes)

**#17. I, not staff, decided my treatment goals.**

(63%; Quality/Appropriateness)

## Satisfaction by Domain

## FY 2001 Statewide Consumer Perception Survey

### Overall (General) Satisfaction

The adult survey contains three items which are intended to ascertain the respondent's overall (general) satisfaction with the services s/he has received. Overall, 80% of survey respondents reported to be satisfied with the services (Domain Mean Score = 1.921, sd =.869). Table 4 shows the overall (general) satisfaction, by RBHA and statewide. Overall satisfaction is reported using the general satisfaction domain score, i.e. percent of survey respondents with mean domain score of < 2.5.

**Table 4 - Overall (General) Satisfaction by RBHA**

General Satisfaction Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents with domain mean score of < 2.5	Overall (General) Satisfaction
CPSA	210	154	73%
EXCEL	190	156	82%
NARBHA	253	197	78%
PGBHA	332	286	86%
ValueOptions	307	239	78%
Statewide	1292	1032	80%

Table 5 provides information pertaining to overall (general) satisfaction by subgroups. Statistical analyses performed using chi-square tests of independence revealed that the differences within subgroups (i.e. program, gender, and ethnicity) are not statistically significant. Although weak, statistically significant differences were noted between the TXIX/TXXI and Non-TXIX/TXXI respondents ( $p = .046$ ).

Statistically significant differences were noted within the age subgroup ( $p = .000$ ). In general, older survey respondents reported to be more satisfied than younger survey respondents.

Variations in the overall (general) satisfaction ratings were also observed within the race subgroup. Survey respondents who classified their race as "Other" recorded the lowest percentage (71%) of overall satisfaction, followed by Native Americans at 75%. Eighty percent (80%) of White respondents, and 91% of Black respondents indicated overall satisfaction.

**Table 5 - Overall (General) Satisfaction by Subgroup**

	Satisfaction Domain Score		Overall (General) Satisfaction	
	Mean	Standard Deviation	# of Survey Respondents with Domain Mean Score < 2.5	Overall % Satisfaction by Subgroup
<b>Program</b>				
SA (N = 191)	1.940	0.905	152	80%
GMH (N =429)	2.006	0.942	335	78%
SMI (N =664)	1.867	0.806	537	81%
<b>Entitlement</b>				
TXIX/TXXI (N =670)	1.987	0.891	520	78%
Non TXIX/TXXI (N =614)	1.856	0.842	504	82%

# FY 2001 Statewide Consumer Perception Survey

	Satisfaction Domain Score		Overall (General) Satisfaction	
	Mean	Standard Deviation	# of Survey Respondents with Domain Mean Score < 2.5	Overall % Satisfaction by Subgroup
<b>Gender</b>				
Male (N =501)	1.968	0.865	395	79%
Female (N =786)	1.892	0.872	632	80%
<b>Age Bands</b>				
18-20 (N = 29)	1.966	0.906	22	76%
21-30 (N =173)	2.145	1.038	118	68%
31-45 (N = 468)	1.971	0.875	367	78%
46-64 (N = 529)	1.814	0.810	443	84%
65-74 (N =54)	1.824	0.733	49	91%
75+ (N =30)	1.900	0.717	25	83%
<b>Ethnicity</b>				
Hispanic (N =238)	1.809	0.817	192	81%
Non-Hispanic (N =745)	1.962	0.905	592	79%
<b>Race</b>				
White (N =1019)	1.925	0.859	817	80%
Black (N =69)	1.662	0.829	63	91%
Asian (N = 4)	1.750	0.319	4	100%
Native American (N =52)	2.064	1.006	39	75%
Other (N = 77)	1.991	0.926	55	71%

## Access

The adult survey contains six items which are intended to elicit the respondent's opinion with regard to service accessibility. Overall, 71% of survey respondents reported to be satisfied with the accessibility of services (Domain Mean Score = 2.096, sd = .844). Table 6 shows the number and percentage of adult survey respondents who were satisfied with the accessibility of services, by RBHA.

**Table 6 - Perception of Service Access by RBHA**

Access Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents with Domain Mean Score of < 2.5	% Satisfied with respect to Service Accessibility
CPSA	209	132	63%
EXCEL	189	127	67% <sup>a</sup>
NARBHA	252	174	69% <sup>b</sup>
PGBHA	330	274	83%
ValueOptions	308	212	69%
Statewide	1288	919	71%

<sup>a</sup> In EXCEL's consumer perception survey report, this percentage is reported as 66%.

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<sup>b</sup> In NARBHA's consumer perception survey report, this percentage is reported as 66%.

Table 7 provides information pertaining to perception of service Accessibility by subgroup. There are no statistically significant differences observed within subgroups except for the age band subgroup ( $p = .016$ ). Like the overall (general) satisfaction domain, younger respondents appeared to be less satisfied with access to services than older respondents. Only 64% of survey respondents in the 21 - 30 age band were pleased with service accessibility compared with 81% of respondents in the 65 through 74 age group.

**Table 7 - Perception of Service Accessibility by Subgroup**

	Access Domain Score		Access	
	Mean	Standard Deviation	# of Survey Respondents With Domain Mean Score < 2.5	% Satisfied with Service Accessibility by Subgroup
<b>Program</b>				
SA (N = 189)	2.096	.862	134	71%
GMH (N =427)	2.184	.889	294	69%
SMI (N =664)	2.045	.808	483	73%
<b>Entitlement</b>				
TXIX/TXXI (N =669)	2.137	.840	472	71%
Non TXIX/TXXI (N =611)	2.057	.850	439	72%
<b>Gender</b>				
Male (N =499)	2.107	.826	364	73%
Female (N =784)	2.086	.853	552	70%
<b>Age Bands</b>				
18-20 (N = 29)	2.239	.962	19	66%
21-30 (N =170)	2.272	.925	109	64%
31-45 (N = 470)	2.148	.843	321	68%
46-64 (N = 527)	1.993	.802	398	76%
65-74 (N =53)	1.937	.793	43	81%
75+ (N =30)	2.144	.799	22	73%
<b>Ethnicity</b>				
Hispanic (N =236)	1.994	.876	174	74%
Non-Hispanic (N =745)	2.129	.843	526	71%
<b>Race</b>				
White (N =1015)	2.104	.827	715	70%
Black (N =69)	1.828	.738	59	86%
Asian (N = 4)	2.250	1.032	3	75%
Native American (N =52)	2.206	.964	36	69%
Other (N = 77)	2.205	1.031	54	70%

### Quality/Appropriateness

The adult survey contains eleven items designed to measure the respondent's perception of the quality and appropriateness of services. Overall, 79% of survey respondents reported satisfied with the quality/appropriateness of services received (Domain Mean Score = 2.055, sd = .693). Table 8 shows the number and percentage of adult survey respondents satisfied with service quality/appropriateness, by RBHA.

**Table 8 - Perception of Service Quality/Appropriateness by RBHA**



FY 2001 Statewide Consumer Perception Survey

Quality/Appropriateness Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents With Domain Mean Score < 2.5	% of Survey Respondents Satisfied with Service Quality/Appropriateness
CPSA	195	151	77% <sup>a</sup>
EXCEL	176	144	82%
NARBHA	241	191	79%
PGBHA	319	265	83%
ValueOptions	292	213	73%
Statewide	1223	964	79%

<sup>a</sup> In CPSA's consumer perception survey report, this percentage is reported as 73%.

Table 9 provides information pertaining to perception of service Quality/Appropriateness by subgroup. Among the subgroups, statistically significant differences were noted only between Hispanics and Non-Hispanics ( $p = .039$ ), with more Hispanics reporting more satisfied with the Quality/Appropriateness (84%) of services than Non-Hispanics (77%).

**Table 9 - Perception of Service Quality/Appropriateness by Subgroup**

	Quality/Appropriateness Domain Score		Quality/Appropriateness	
	Mean	Standard Deviation	# of Survey Respondents With Domain Mean Score < 2.5	% Satisfied with Service Quality by Subgroup
<b>Program</b>				
SA (N = 176)	2.006	.754	145	82%
GMH (N =393)	2.128	.717	295	75%
SMI (N =646)	2.028	.659	516	80%
<b>Entitlement</b>				
TXIX/TXXI (N =627)	2.104	.682	481	77%
Non TXIX/TXXI (N =588)	2.007	.703	477	81%
<b>Gender</b>				
Male (N =477)	2.077	.700	386	81%
Female (N =740)	2.043	.690	572	77%
<b>Age Bands</b>				
18-20 (N = 27)	2.080	.763	21	78%
21-30 (N =162)	2.113	.775	129	80%
31-45 (N = 444)	2.102	.683	346	78%
46-64 (N = 506)	1.991	.682	401	79%
65-74 (N =48)	2.049	.616	40	83%
75+ (N =27)	2.148	.635	19	70%
<b>Ethnicity</b>				
Hispanic (N =226)	1.971	.700	189	84%
Non-Hispanic (N =710)	2.083	.695	548	77%

## FY 2001 Statewide Consumer Perception Survey

	Quality/Appropriateness Domain Score		Quality/Appropriateness	
	Mean	Standard Deviation	# of Survey Respondents With Domain Mean Score < 2.5	% Satisfied with Service Quality by Subgroup
<b>Race</b>				
White (N =963)	2.063	.683	753	78%
Black (N =67)	1.834	.649	60	90%
Asian (N = 4)	1.960	.256	4	100%
Native American (N =48)	2.119	.623	35	73%
Other (N = 71)	2.106	.887	54	76%

### Outcome

The adult survey contains eight items designed to measure the respondent's perception of service outcomes. Overall, 58% of survey respondents indicated satisfaction in service outcome (Domain Mean Score = 2.408, sd = .853). Table 10 shows the number and percentage of adult survey respondents satisfied with service Outcome, by RBHA.

**Table 10 - Perception of Outcome by RBHA**

Outcome Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents With Domain Mean Score of < 2.5	% Satisfied with Service Outcome
<b>CPSA</b>	195	104	53%
<b>EXCEL</b>	183	120	66%
<b>NARBHA</b>	250	136	54%
<b>PGBHA</b>	322	207	64%
<b>ValueOptions</b>	297	157	53%
<b>Statewide</b>	1247	724	58%

Table 11 provides information pertaining to perception of Outcome by subgroup. There are no statistically significant differences observed among subgroups within the entitlement, age band, ethnicity or race subgroup categories. However, there are statistically significant differences noted in the program ( $p = .015$ ) and gender ( $p = .002$ ) categories.

The Substance Abuse program reported the highest number of respondents (62%) satisfied with the service outcome, followed closely by the SMI program, at 60%. Individuals receiving services through the General Mental Health program lagged behind, at only 52%.

With respect to gender, more male respondents reported satisfaction in service outcome (64%) than female respondents, at 55%.

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**Table 11 - Perception of Outcome by Subgroup**

	Outcome Domain Score		Outcome	
	Mean	Standard Deviation	# of Survey Respondents With Domain Mean Score of < 2.5	% Satisfied With Service Outcome by Subgroup
<b>Program</b>				
SA (N = 181)	2.284	.922	113	62%
GMH (N =407)	2.545	.888	213	52%
SMI (N =652)	2.359	.801	394	60%
<b>Entitlement</b>				
TXIX/TXXI (N =640)	2.448	.854	359	56%
Non TXIX/TXXI (N =600)	2.369	8.53	361	60%
<b>Gender</b>				
Male (N =486)	2.337	.841	309	64%
Female (N =755)	2.453	.860	412	55%
<b>Age Bands</b>				
18-20 (N = 27)	2.420	1.122	15	56%
21-30 (N =171)	2.453	.977	98	57%
31-45 (N = 449)	2.429	.860	255	57%
46-64 (N = 515)	2.392	.804	295	57%
65-74 (N =50)	2.225	.781	39	78%
75+ (N =26)	2.357	.666	16	61%
<b>Ethnicity</b>				
Hispanic (N =234)	2.293	.875	145	62%
Non-Hispanic (N =722)	2.445	.870	411	57%
<b>Race</b>				
White (N =985)	2.437	.845	563	57%
Black (N =67)	2.145	.818	41	61%
Asian (N = 3)	2.292	.260	2	67%
Native American (N =48)	2.172	.742	37	77%
Other (N = 72)	2.345	.955	42	58%

### ***Special Analysis: Title XIX/XXI Clients<sup>6</sup>***

#### **TXIX/TXXI Respondent Profile**

The valid number of TXIX/TXXI surveys returned was 679, representing 52% of the valid adult surveys received. This is somewhat higher than the proportion of TXIX/XXI adults in the active (sampled) population (43%), and the proportion of adults in the sample (43%).<sup>7</sup>

Tables 12 through 14 below show the demographic profile comparison between TXIX/TXXI adult survey

<sup>6</sup> The survey coding system used by some of the RBHAs did not differentiate between clients who were Title XIX (TXIX) and clients who were Title XXI (TXXI). Due to this, separation of TXX and TXXI adult respondents is not possible, precluding a separate statewide analysis for TXXI- only clients.

<sup>7</sup> Based on population and sample data files provided to ADHS/DBHS by the RBHAs .

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respondents and the overall adult survey respondents. Forty-four percent of TXIX/TXXI respondents are enrolled in General Mental Health, while the GMH population represents only 33% of all adult survey respondents. Only 9% of TXIX/TXXI respondents are enrolled with the SA program, in contrast to 15 % of overall adult survey respondents. SMI TXIX/TXXI respondents are also slightly less, at 47%. Note that these differences should not have any significant implications since the percent distribution remained relatively the same.

**Table 12 - Profile of TXIX/XXI Adult Survey Respondents vs. All Survey Respondents: Program and Gender**

	Program			Gender	
	GMH	SA	SMI	Male	Female
% of TXIX/TXXI Adult Survey Respondents	44%	9%	47%	36%	64%
% of All Adult Survey Respondents	33%	15%	52%	39%	52%

**Table 13 - Profile of TXIX/XXI Adult Survey Respondents vs. All Survey Respondents: Age Band**

	Age Band					
	18 - 20	21 - 30	31 - 45	46 - 64	65 - 74	75 +
% of TXIX/TXXI Adult Survey Respondents	3%	17%	38%	36%	4%	2%
% of All Adult Survey Respondents	2%	14%	37%	41%	4%	2%

**Table 14 - Profile of TXIX/XXI Adult Survey Respondents vs. All Survey Respondents: Ethnicity and Race**

	Ethnicity		Race				
	Hispanic	Non-Hispanic	White	Black	Asian	Native American	Other
% of TXIX/TXXI Adult Survey Respondents	26%	74%	83%	4%	1%	5%	8%
% of All Adult Survey Respondents	24%	76%	84%	6%	1%	4%	6%

## TXIX/TXXI Survey Results

### ***Satisfaction by Survey Item***

Table 15 presents the by-item response pattern for TXIX/TXXI adult survey respondents which is similar to that of all adult survey respondents discussed above.

**Table 15 - TXIX/XXI Adult Survey Results by Survey Item**

Survey Item	Mean	Standard Deviation	% of Survey Respondents "Agreeing" or "Strongly"
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			<b>Agreeing"</b>
<b>General Satisfaction</b>			
1. I like the services that I received here. (N = 665)	1.97	.96	79%
2. If I had other choices, I would still get services from this agency. (N = 668)	2.06	1.02	76%
3. I would recommend this agency to a friend or family member. (N = 661)	1.93	.97	81%
<b>Access</b>			
4. The location of services was convenient (parking, public transportation, distance, etc.). (N = 662)	2.04	.99	77%
5. Staff were willing to see me as often as I felt was necessary. (N = 665)	2.07	1.03	76%
6. Staff returned my calls within 24 hours. (N = 638)	2.22	1.11	70%
7. Services were available at times that were good for me. (N = 661)	1.98	.92	81%
8. I was able to get all my services I thought I needed. (N = 663)	2.24	1.17	70%
9. I was able to see a psychiatrist when I wanted to. (N = 644)	2.30	1.11	68%
<b>Quality/Appropriateness</b>			
10. Staff here believe I can grow, change, and recover. (N = 637)	2.06	.91	73%
11. I felt comfortable asking questions about my treatment medication. (N = 647)	1.91	.89	82%
12. I felt free to complain. (N = 646)	2.15	1.01	72%
13. I was given information about my rights. (N = 654)	1.97	.91	83%
14. Staff encouraged me to take responsibility for how I live my life. (N = 625)	2.00	.89	77%
15. Staff told me what side effects to watch out for. (N = 630)	2.23	1.02	72%
16. Staff respected my wishes about who is, and who is not, to be given information about my treatment. (N = 628)	1.93	.87	80%
17. I, not staff, decided my treatment goals. (N = 627)	2.37	1.04	62%
18. Staff were sensitive to my cultural background (race, religion, language, etc.). (N = 612)	2.03	0.84	77%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness. (N = 623)	2.23	1.03	70%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.). (N = 599)	2.38	1.03	60%
<b>Outcome</b>			
21. I deal more effectively with daily problems. (N = 633)	2.30	.98	65%
22. I am better able to control my life. (N = 631)	2.32	1.01	64%
23. I am better able to deal with crisis. (N = 638)	2.42	1.04	59%
24. I am getting along better with my family. (N = 619)	2.33	1.00	64%
25. I do better in social situations. (N = 626)	2.55	1.07	54%
26. I do better in school and/or work. (N = 464)	2.68	1.06	47%
27. My housing situation has improved. (N = 586)	2.46	1.09	58%
28. My symptoms are not bothering me as much. (N = 642)	2.58	1.17	56%

The five survey items with the highest percentage of respondents agreeing with the survey item were the same as that for overall adult survey respondents. The five survey items with the lowest percentage of agreement were also very similar to that of overall adult survey respondents, except that item #23 (*I am better able to deal with crisis.*) is ranked as among the bottom five instead of item #17 (*I, not staff, decided my treatment goals.*).

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### *Satisfaction by Domain*

#### **Overall (General) Satisfaction**

Overall (general) satisfaction is 78%, which is slightly lower than the overall adult survey respondents (80%). Table 16 shows a comparison of TXIX/TXXI overall satisfaction by RBHA, with the statewide TXIX/XXI overall satisfaction.

**Table 16 - Overall (General) Satisfaction by RBHA (TXIX/XXI only)**

Overall (General) Satisfaction Domain			
	# of TXIX/TXXI Survey Respondents with Valid Responses	# of TXIX/TXXI Survey Respondents With Domain Mean Score of < 2.5	% Overall (General) Satisfaction Among TXIX/TXXI Survey Respondents
<b>CPSA</b>	121	88	73%
<b>EXCEL</b>	127	104	82%
<b>NARBHA</b>	109	77	71%
<b>PGBHA</b>	150	120	80%
<b>ValueOptions</b>	163	131	80%
<b>Statewide</b>	670	520	78%

#### **Access**

Seventy one percent (71)% of TXIX/TXXI adult survey respondents expressed satisfaction on service accessibility, which is the same as the overall adult rating. Table 17 provides a comparison of the percentage of TXIX/TXXI respondents who were satisfied with service accessibility, by RBHA, with the statewide TXIX/XXI respondents who reported satisfied on this domain.

**Table 17 - Perception of Access by RBHA (TXIX/XXI only)**

Access Domain			
	# of TXIX/TXXI Survey Respondents with Valid Responses	# of TXIX/TXXI Survey Respondents With Domain Mean Score of < 2.5	% of TXIX/TXXI Survey Respondents Satisfied With Service Accessibility
<b>CPSA</b>	120	83	69%
<b>EXCEL</b>	127	86	68% <sup>a</sup>
<b>NARBHA</b>	110	68	62%
<b>PGBHA</b>	149	119	80%

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<b>ValueOptions</b>	163	116	71%
<b>Statewide</b>	669	472	71%

<sup>a</sup> In EXCEL's consumer perception survey report, this percentage is reported as 66%.

### Quality/Appropriateness

Seventy seven percent (77%) of TXIX/TXXI adult survey respondents were satisfied with service quality/appropriateness, which is slightly lower than that of overall adult survey respondents (79%). Table 18 provides a comparison of TXIX/TXXI respondents satisfied with the quality/appropriateness of services by RBHA, with the statewide TXIX/XXI respondents satisfied in this service domain.

**Table 18 - Perception of Service Quality/Appropriateness by RBHA (TXIX/XXI only)**

Quality/Appropriateness Domain			
	# of TXIX/TXXI Survey Respondents with Valid Responses	# of TXIX/TXXI Survey Respondents With Domain Mean Score of < 2.5	% of TXIX/TXXI Survey Respondents Satisfied With Quality/Appropriateness
<b>CPSA</b>	113	87	77%
<b>EXCEL</b>	116	96	83%
<b>NARBHA</b>	107	80	75%
<b>PGBHA</b>	138	104	75%
<b>ValueOptions</b>	153	114	75%
<b>Statewide</b>	627	481	77%

### Outcome

Only 56% of TXIX/TXXI adult survey respondents indicated being satisfied with the service outcome. This is slightly less than the percentage reported for overall adult survey respondents (58%). Table 19 provides a comparison of TXIX/TXXI respondents reported to be satisfied in this service domain by RBHA, with the statewide TXIX/XXI respondents reporting satisfaction on service outcome.

**Table 19 - Perception of Outcome by RBHA (TXIX/XXI only)**

Outcome Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents With Domain Mean Score of < 2.5	% of TXIX/TXXI Survey Respondents Satisfied With Service Outcome
<b>CPSA</b>	110	52	47%
<b>EXCEL</b>	120	77	64%
<b>NARBHA</b>	109	51	47%
<b>PGBHA</b>	142	88	62%

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ValueOptions	159	91	57%
Statewide	640	359	56%

### ***Added Survey Questions***

#### **Receipt of Medical Care** (Recommended by MHSIP)

##### ***In the last year, did you see a doctor or nurse in a hospital emergency room?***

Ninety-eight percent (N = 1285) of overall adult survey respondents answered this question. Of those who responded, 41% indicated that they had been seen in a hospital emergency room during the past year, 54% indicated that they had not, and 5% could not remember. When valid responses to this question (i.e., “yes” or “no”) were analyzed by subgroup, a chi-square test of independence revealed that there were statistically significant differences between male and female responses ( $p = .000$ ). Almost half (48%) of females had visited the emergency room within the past year, whereas only 37% of the males had done the same. There were no other statistically significant differences noted within subgroup categories.

##### ***In the last year, other than going to a hospital emergency room, did you see a doctor or nurse for a health check-up, physical exam, or because you were sick?***

Ninety-seven percent (N = 1276) of overall adult survey respondents answered this question, with 77% answering that they had seen a doctor or nurse outside of the emergency room within the past year, for a check-up, physical exam, or because he or she was sick. Twenty-one percent (21%) indicated that they had not seen a doctor or nurse outside of the emergency room within the past year, while 3% could not remember. When valid responses to this question (i.e., “yes” or “no”) were analyzed by subgroup, there were statistically significant differences within the program subgroup ( $p = .000$ ), entitlement status subgroup ( $p = .000$ ), gender ( $p = .000$ ), and age group ( $p = .004$ ).

Respondents within the General Mental Health (GMH) program were more likely to have seen a doctor or nurse outside of the emergency room within the past year, with 82% responding “yes” to this survey item. This group was followed closely by respondents in the program for individuals with Serious Mental Illness (SMI), with 80% responding affirmatively. Only 65% of respondents in the Substance Abuse (SA) program reported having seen a doctor or nurse outside of the emergency room within the past year.

Eighty-three percent (83%) of TXIX/TXXI respondents had seen a doctor or nurse outside of the emergency room within the past year, as compared to 74% of Non-TXIX/TXXI respondents. As with the previous survey item, more females (84%) than males (70%) responded “yes” to this question. More respondents aged 46 or older (82%) saw a doctor or nurse outside of the emergency room than did respondents aged 45 or younger (75%).

#### **Perceived Utility of Service/Treatment Planning** (Recommended by the RBHAs)

##### ***Developing my service/treatment plan was a useful experience.***

Ninety-three percent (N = 1223) of overall adult survey respondents had valid responses to this question. Of these, 68% either agreed or strongly agreed that developing their service/treatment plan was a useful experience, while 23% were neutral, and 9% either disagreed, or strongly disagreed with the statement. When



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responses to this question were analyzed by subgroup, a chi-square test of independence revealed that there were statistically significant differences between Hispanic and Non-Hispanic respondents ( $p = .031$ ). Seventy-six percent (76%) of Hispanic respondents agreed or strongly agreed that developing their service/treatment plan was helpful, as compared to only 65% of Non-Hispanics.

Statistically significant differences were also found with respect to age ( $p = .009$ ), with 73% of older respondents (46+) expressing agreement or strong agreement with the statement, versus only 64% of respondents under age 46.

### ***My service/treatment plan has been useful in achieving my treatment goals.***

Ninety-four percent ( $N = 1228$ ) of adult survey respondents answered this question with a valid response. Sixty-five percent (65%) of these respondents agreed or strongly agreed that their service/treatment plan had been useful in achieving their treatment goals, while 24% were neutral, and 11% either disagreed, or strongly disagreed. Analyses by subgroups revealed statistically significant differences within program subgroup ( $p = .005$ ), gender ( $p = .016$ ), ethnicity ( $p = .009$ ), and age ( $p = .009$ ) subgroups.

A higher percentage of respondents within the SA program (73%) agreed or strongly agreed that their service/treatment plan had been useful in achieving their treatment goals, than SMI respondents (66%) or GMH respondents (59%). A higher percentage of male respondents (71%) agreed/strongly agreed with this item than female respondents (61%).

Similar to the previous survey item, seventy-five percent (75%) of Hispanic respondents agreed or strongly agreed that their service/treatment plan had been useful in achieving their treatment goals, as compared to only 63% of Non-Hispanics, and 70% of older respondents (46+) agreed/strongly agreed with this statement, versus only 61% of respondents under age 46.

### ***My service/treatment plan deals with the problems that are bothering me.***

Ninety-three percent ( $N = 1214$ ) of adult survey respondents answered this question with a valid response. Of these, 69% agreed or strongly agreed with the statement, while 20% were neutral, and 11% either disagreed, or strongly disagreed. Analyses by subgroups revealed statistically significant differences within the program ( $p = .032$ ) and age ( $p = .009$ ) subgroup categories. Consistent with the previous survey item, 75% of respondents within the SA program agreed or strongly agreed that their service/treatment plan dealt with the problems that were bothering them, followed by 70% of SMI respondents, and 65% of GMH respondents. Also, a higher percentage (74%) of respondents aged 46 or older agreed/strongly agreed with this statement, versus only 61% of respondents under age 46.

## FAMILY SURVEY

### Respondent Profile

The total number of family surveys returned was 394. After 'cleaning' for late returns and unuseable surveys (e.g., surveys returned blank), the valid number of returns used in the subsequent analysis was 393.

Table 20 provides a breakdown of the surveys used in the statewide analysis, by RBHA.

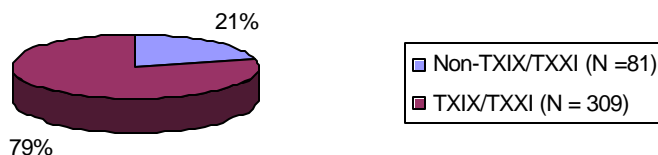
**Table 20 - Family Surveys used in Statewide Analysis, by RBHA**

CPSA	EXCEL	NARBHA	PGBHA	ValueOptions	Total
77 (20%)	40 (10%)	69 (18%)	96 (24%)	111 (28%)	393 (100%)

The intention of this survey is to gather information from family members of the child/ren receiving services. Most of the family surveys (92%) were completed by individuals other than the identified recipient of services, such as the child's parent, guardian, relative, or a friend. However, about 8% of the surveys reported to have been completed by the individual directly receiving services (i.e. presumably the child).

In the succeeding discussions, the child who received services and not the person who completed the survey is profiled. Figure 6 shows that the great majority of survey respondents were receiving services funded through Title XIX/XXI (79%). Only 21% received services with state-only (Non-TXIX/XXI) funding<sup>1</sup>.

Figure 6 - Family Survey Respondents: Entitlement Status



The majority (68%) of family survey respondents were male (see Figure 7), while 32% were female.

Figure 7 - Family Survey Respondents Gender

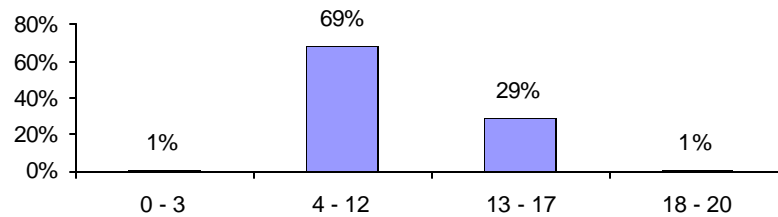


<sup>1</sup> Percentages based on the 390 surveys with a valid entitlement status indicator.

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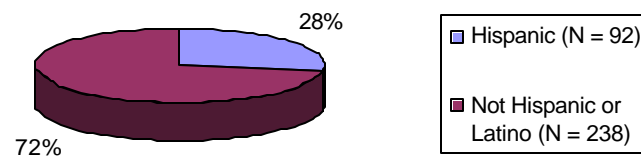
Figure 8 illustrates that 69% (N = 271) of survey respondents were between the ages of 4 and 12, followed by 29% in the 13 to 17 age range (N = 114). Only about 1% of survey respondents were in the 0 - 3 (N = 5) and 18 - 20 (N = 3) age ranges.

Figure 8 - Family Survey Respondents:  
Age Group



Seventy-two percent (72%) of survey respondents identified their ethnicity as non-Hispanic or Latino, while 28% indicated they were of Hispanic or Latino descent (see Figure 9).<sup>2</sup>

Figure 9 - Family Survey Respondents: Ethnicity



Eighty-two percent (82%) of survey respondents identified themselves as White, 8% as Black, 4% as Native American, less than 1% (N = 1) as Asian, and 5% "Other" (see Figure 10).<sup>3</sup>

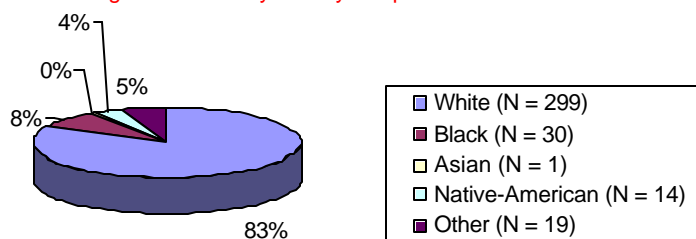
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<sup>2</sup> Percentages based on the 330 surveys with a completed "Ethnicity" survey item.

<sup>3</sup> Percentages based on the 363 surveys with a completed "Race" survey item.

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Figure 10 - Family Survey Respondents: Race



### Test for Non-Response Bias

In order to assess representativeness, the demographic attributes of children who received services was compared to that of the children in the sampled population (enrolled and active child clients as of October 1, 2000), and the sample population. A table providing the results of these comparisons is included in Appendix I.<sup>4</sup> Using a variation of +/- 10% as a yardstick, survey respondents appear to be representative of the population with respect to entitlement status, gender, ethnicity, and race. In terms of family representation with respect to children in the 0-12 age group, the statistics suggest a 10% difference between the two groups (sample and survey respondents). More families with children in the 0-12 age bracket responded to the survey (70%) in comparison to this age group's proportion in the sample population (60%). Although this is still within the acceptable variance (on the high side), a statistical correction may be applied, but is not crucial, in the analysis of the age subgroup.

## Survey Results

### Satisfaction by Survey Item

Table 21 provides survey results for each survey item. Survey items are grouped into categories according to their appropriate domain (Overall (General) Satisfaction, Access, Quality/Appropriateness, or Outcome). The table shows the mean (average) score for each item, its standard deviation, and percentage of survey respondents who agreed or strongly agreed with each statement.

Table 21 - Family Survey Results by Survey Item

Survey Item	Mean	Standard Deviation	% of survey respondents "Agreeing" or "Strongly Agreeing" w/Survey Item
<b>General Satisfaction</b>			
1. Overall, I am satisfied with the services my child received. (N = 382)	2.21	1.08	71%
14. The services my child and/or family received were right for us. (N = 384)	2.32	1.02	67%
17. If I need services for my child in the future, I would use these services again. (N = 381)	2.03	1.04	77%
18. My child and family got the help we wanted. (N = 382)	2.36	1.10	65%
19. My child and family got as much help as we needed. (N = 383)	2.56	1.13	55%
<b>Access</b>			

<sup>4</sup> Based on population and sample data files provided to ADHS/DBHS by the RBHAs.

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<b>Survey Item</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>% of survey respondents "Agreeing" or "Strongly Agreeing" w/Survey Item</b>
15. The location of services was convenient for us. (N = 386)	2.07	.99	80%
16. Staff were available at times that were convenient for us. (N = 384)	2.12	.99	78%
<b>Quality/Appropriateness</b>			
8. I helped to choose my child's services. (N = 363)	2.42	1.11	64%
9. I helped to choose my child's treatment goals. (N = 363)	2.26	1.00	74%
10. The people helping my child stuck with us no matter what. (N = 378)	2.13	1.05	75%
11. I felt my child had someone to talk to when he/she was troubled. (N = 375)	2.27	1.09	69%
12. The people helping my child listened to what he/she had to say. (N = 380)	1.99	.92	81%
13. I was frequently involved in my child's treatment. (N = 374)	2.05	.94	79%
20. My child and family's needs determined my child's treatment goals. (N = 372)	2.36	.97	66%
21. Staff treated us with respect. (N = 382)	1.72	.74	91%
22. Staff understood my family's cultural traditions. (N = 329)	2.07	.83	73%
23. Staff respected my family's religious/spiritual beliefs. (N = 323)	2.02	.77	76%
24. Staff spoke with me in a way that I understood. (N = 381)	1.86	.74	87%
25. Staff were sensitive to our cultural/ethnic background. (N = 310)	2.06	.78	73%
<b>Outcome</b>			
2. My child is better at handling daily life. (N = 384)	2.40	.99	63%
3. My child gets along better with family members. (N = 379)	2.53	1.00	58%
4. My child gets along better with friends and other people. (N = 383)	2.43	.93	61%
5. My child is doing better in school and/or work. (N = 382)	2.39	1.09	63%
6. My child is better able to cope when things go wrong. (N = 382)	2.75	1.06	50%
7. I am satisfied with our family life right now. (N = 382)	2.61	1.03	53%
<b>Other (Note: for this item, a high mean/low percent is better)</b>			
26. I felt we were discriminated against while trying to get services here. (N = 335)	4.30	1.00	8%

As can be seen from the table above, the percentage of respondents satisfied in all four domains (overall, access, quality/appropriateness, outcome) ranged from a high of 91% to a low of 50%. Table 22 below summarizes the survey items and the respective range of respondents agreeing to the item.

**Table 22 - Summary of Item Agreement Percentages**

<b>Percent of respondents indicating agreement with Survey item</b>	<b>Survey Item(s)</b>
90 - 94%	#21
84 - 89%	#24
80 - 84%	#12, #15
75 - 79%	#10, #13, #16, #17, #23

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70 - 74%	#1, #9, #22, #25
65 - 69%	#11, #14, #18, #20
60 - 64%	#2, #4, #5, #8
55 - 59%	#3, #19
50 - 54%	#6, #7

The five survey items with the most respondent agreement, from highest to lowest, are as follows:

**#21. Staff treated us with respect.**

(91%; Quality/Appropriateness)

**#24. Staff spoke with me in a way that I understood.**

(87%; Quality/Appropriateness)

**#12. The people helping my child listened to what he/she had to say.**

(81%; Quality/Appropriateness)

**#15. The location of services was convenient for us.**

(80%; Access)

**#13. I was frequently involved in my child's treatment.**

(79%; Quality/Appropriateness)

The five survey items with the least respondent agreement, from lowest to highest, are as follows:

**#6. My child is better able to cope when things go wrong.**

(50%; Outcomes)

**#7. I am satisfied with our family life right now.**

(53%; Outcomes)

**#19. My child and family got as much help as we needed.**

(55%; General Satisfaction)

**#3. My child gets along better with family members.**

(58%; Outcomes)

**#4. My child gets along better with friends and other people.**

(61%; Outcomes)

There was one survey question (#26) pertaining to whether the respondent felt discriminated against while accessing services, which was not utilized in calculation<sup>5</sup> of a domain score. For this particular question, a higher mean (i.e. a lower respondent agreement) is positive. In response to this question, 8% of survey

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<sup>5</sup> All calculations were based on the MHSIP scoring protocol. Item #26 was excluded from the calculation because of the negative construction of the item.

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respondents indicated that they felt discriminated against while trying to get services.

Chi-square tests of independence could not be completed to examine subgroup differences due to small cell sizes. However, by examining the absolute count and percentages of the subgroup, there do not appear any substantial differences in the responses within subgroups.

### Satisfaction by Domain

#### Overall (General) Satisfaction

The family survey contains five items which are intended to ascertain the respondent's general satisfaction with the services his or her child and family has received. Overall, 68% of survey respondents were satisfied (Domain Mean Score = 2.303, sd = .970). Table 23 shows the number and percentage of satisfaction, by RBHA and statewide.

**Table 23 - Overall (General) Satisfaction by RBHA**

General Satisfaction Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents with domain mean score of < 2.5	Overall (General) Satisfaction
CPSA	74	49	66%
EXCEL	39	28	72%
NARBHA	69	44	64%
PGBHA	95	66	69%
ValueOptions	108	74	69% <sup>a</sup>
Statewide	385	261	68%

<sup>a</sup> ValueOptions consumer perception survey report gives a percentage of 68% . The difference may be due to ADHS/DBHS' inclusion of 10 returned ValueOptions youth surveys from children under 14 for analysis with the family surveys.

Table 24 provides information pertaining to overall (general) satisfaction by subgroups. Statistical analyses using chi-square tests of independence revealed that the differences between subgroups in the entitlement, gender, age (under age 13 vs. 13 and older) and race (White vs. Non-White) categories are not statistically significant. However, statistically significant differences were noted between the Hispanic and Non-Hispanic subgroups ( $p = .018$ ), with a higher percentage of Hispanic respondents expressing higher satisfaction than Non-Hispanic respondents.

**Table 24 - Overall (General) Satisfaction by Subgroup**

	Satisfaction Domain Score*		Overall (General) Satisfaction	
	Mean	Standard Deviation	# of Survey Respondents with Domain Mean Score < 2.5	Overall % Satisfaction by Subgroup
<b>Entitlement</b>				
TXIX/TXXI (N =302)	2.307	.981	203	67%
Non TXIX/TXXI (N =80)	2.298	.950	55	69%

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	Satisfaction Domain Score*		Overall (General) Satisfaction	
	Mean	Standard Deviation	# of Survey Respondents with Domain Mean Score < 2.5	Overall % Satisfaction by Subgroup
<b>Gender</b>				
Male (N =261)	2.225	.933	185	71%
Female (N =124)	2.468	1.028	76	61%
<b>Age Bands</b>				
0 -3 (N = 5)	1.600	.374	5	100%
4 -12 (N =267)	2.360	1.012	177	66%
13 -17 (N = 111)	2.204	.867	78	70%
18-20 (N = 2)	2.000	.849	1	50%
<b>Ethnicity</b>				
Hispanic (N =89)	2.104	.896	69	78%
Non-Hispanic (N =234)	2.382	.988	149	64%
<b>Race</b>				
White (N =294)	2.374	.984	189	84%
Black (N =28)	2.079	1.006	20	71%
Asian (N = 1)	1.600	N/A	1	100%
Native American (N =14)	1.929	.574	12	86%
Other (N = 18)	2.197	.802	14	78%

## **Access**

The family survey contains two items which are intended to elicit the respondent's opinion with regard to service accessibility. Overall, 70% of family survey respondents indicated satisfaction in accessibility of services (Domain Mean Score = 2.096, sd = .869). Table 25 shows the number and percentage of family survey respondents satisfied with service access, by RBHA.

**Table 25 - Perception of Service Access by RBHA**

Access Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents with Domain Mean Score < 2.5	% Satisfied with respect to Service Accessibility
<b>CPSA</b>	73	49	67%
<b>EXCEL</b>	35	28	80%
<b>NARBHA</b>	69	46	67%
<b>PGBHA</b>	95	70	74%
<b>ValueOptions</b>	107	71	66% <sup>a</sup>
<b>Statewide</b>	379	264	70%

<sup>a</sup> ValueOptions consumer perception survey report gives a percentage of 67% . The difference may be due to ADHS/DBHS' inclusion of 10 returned ValueOptions youth surveys from children under 14 for analysis with the family surveys.



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Table 26 provides information pertaining to perception of service accessibility by subgroup. Analyses performed using chi-square tests of independence revealed no statistically significant differences within subgroups.

**Table 26 - Perception of Service Accessibility by Subgroup**

	Access Domain Score		Access	
	Mean	Standard Deviation	# of Survey Respondents with Domain Mean Score < 2.5	% Satisfied with Service Accessibility by Subgroup
<b>Entitlement</b>				
TXIX/TXXI (N =299)	2.112	.879	207	69%
Non TXIX/TXXI (N =77)	2.032	.848	55	71%
<b>Gender</b>				
Male (N =257)	2.099	.883	179	70%
Female (N =122)	2.090	.843	85	70%
<b>Age Bands</b>				
0 -3 (N = 5)	1.600	.894	4	80%
4 -12 (N =263)	2.106	.841	180	68%
13 -17 (N = 109)	2.096	.932	79	72%
18-20 (N = 2)	2.00	1.414	1	50%
<b>Ethnicity</b>				
Hispanic (N =85)	1.941	.803	65	76%
Non-Hispanic (N =234)	2.177	.918	156	67%
<b>Race</b>				
White (N =293)	2.114	.861	202	69%
Black (N =25)	1.920	.909	18	72%
Asian (N = 1)	2.00	N/A	1	100%
Native American (N =13)	1.731	.633	11	85%
Other (N = 18)	2.417	1.047	9	50%

### Quality/Appropriateness

The family survey contains twelve items designed to measure the respondent's perception of the quality and appropriateness of services. Overall, 75% of survey respondents reported satisfied with service quality/appropriateness (Domain Mean Score = 2.109, sd = .716). Table 27 shows the number and percentage of family survey respondents satisfied with the quality/appropriateness of services received by their child/ren, by RBHA.

**Table 27 - Perception of Service Quality/Appropriateness by RBHA**

Quality/Appropriateness Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents With Domain Mean Score < 2.5	% of Survey Respondents Satisfied with Service Quality/Appropriateness
CPSA	73	51	70%
EXCEL	40	32	80%
NARBHA	68	53	78%
PGBHA	95	79	83%

## FY 2001 Statewide Consumer Perception Survey

<b>ValueOptions</b>	103	71	69%
<b>Statewide</b>	379	286	75%

Table 28 provides information pertaining to perception of service Quality/Appropriateness by subgroup. Statistical analyses performed using chi-square tests of independence revealed that the differences within subgroups in the entitlement, gender, and age (under age 13 vs. 13 and older) categories were not statistically significant.

A statistically significant difference was noted between the Hispanic and Non-Hispanic subgroup ( $p = .001$ ), with 89% of Hispanic respondents expressing satisfaction with service quality/appropriateness compared to 71% of Non-Hispanic respondents. There were also statistically significant differences noted between Whites and Non-Whites ( $p = .040$ ), with 85% of Non-Whites expressing satisfaction as compared to 72% of Whites.

**Table 28 - Perception of Service Quality/Appropriateness by Subgroup**

	Quality/Appropriateness Domain Score		Quality/Appropriateness	
	Mean	Standard Deviation	# of Survey Respondents With Domain Mean Score < 2.5	% Satisfied with Service Quality by Subgroup
<b>Entitlement</b>				
TXIX/TXXI (N =296)	2.129	.729	218	74%
Non TXIX/TXXI (N =80)	2.041	.680	65	81%
<b>Gender</b>				
Male (N =256)	2.063	.689	197	77%
Female (N =123)	2.204	.762	89	72%
<b>Age Bands</b>				
0 -3 (N = 5)	1.702	.574	5	100%
4 -12 (N =263)	2.117	.724	197	75%
13 -17 (N = 108)	2.107	.699	82	76%
18-20 (N = 3)	2.046	.961	2	67%
<b>Ethnicity</b>				
Hispanic (N =89)	1.934	.668	79	89%
Non-Hispanic (N =228)	2.187	.730	161	71%
<b>Race</b>				
White (N =289)	2.157	.720	209	72%
Black (N =29)	2.004	.737	22	76%
Asian (N = 1)	1.818	N/A	1	100%
Native American (N =13)	1.728	.413	13	100%
Other (N = 17)	1.986	.551	15	88%

### **Outcome**

The family survey contains six items designed to measure the respondent's perception of outcomes. Ninety-eight percent (98%) of the 393 family survey respondents provided a valid response to at least four of these questions, allowing for the calculation of an outcome domain score. The mean outcome domain score for these surveys is 2.520 (sd = .848). Overall, only 51% of survey respondents indicated a positive perception of outcome (satisfactory). Table 32 shows the number and percentage of family survey respondents with a positive perception of outcome, by RBHA.

# FY 2001 Statewide Consumer Perception Survey

**Table 29 - Perception of Outcome by RBHA**

Outcome Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents With Domain Mean Score of < 2.5	% Satisfied with Service Outcome
CPSA	74	35	47%
EXCEL	40	22	55%
NARBHA	68	33	49% <sup>a</sup>
PGBHA	96	47	49%
ValueOptions	109	60	55%
Statewide	387	197	51%

<sup>a</sup> NARBHAs report indicates that this percentage is 52%.

Table 30 provides information pertaining to perception of Outcome by subgroup. Analyses performed using chi-square tests of independence revealed no statistically significant differences within subgroups, i.e. entitlement, gender, age (under age 13 vs. 13 and older), race (White vs. Non-White), and ethnicity.

**Table 30 - Perception of Outcome by Subgroup**

	Outcome Domain Score		Outcome	
	Mean	Standard Deviation	# of Survey Respondents With Domain Mean Score of < 2.5	% Satisfied with Service Outcome by Subgroup
<b>Entitlement</b>				
TXIX/TXXI (N =303)	2.524	.837	156	51%
Non TXIX/TXXI (N =81)	2.519	.902	39	48%
<b>Gender</b>				
Male (N =263)	2.468	.839	138	52%
Female (N =124)	2.630	.860	59	48%
<b>Age Bands</b>				
0 -3 (N = 5)	2.567	.450	1	20%
4 -12 (N =270)	2.538	.892	137	51%
13 -17 (N = 109)	2.487	.801	57	52%
18-20 (N = 3)	2.000	1.000	2	67%
<b>Ethnicity</b>				
Hispanic (N =90)	2.289	.785	53	59%
Non-Hispanic (N =234)	2.598	.860	117	50%

## FY 2001 Statewide Consumer Perception Survey

	Outcome Domain Score		Outcome	
	Mean	Standard Deviation	# of Survey Respondents With Domain Mean Score of < 2.5	% Satisfied with Service Outcome by Subgroup
<b>Race</b>				
White (N =297)	2.576	.860	148	50%
Black (N =29)	2.335	.912	16	55%
Asian (N = 1)	1.000	N/A	1	100%
Native American (N =13)	2.436	.715	7	54%
Other (N = 17)	2.465	.626	9	53%

### ***Special Analysis: Title XIX/TXXI Clients<sup>6</sup>***

#### **TXIX/TXXI Respondent Profile**

The valid number of TXIX/TXXI surveys returned was 309, representing 79% of the valid family surveys received. This is only slightly lower than the proportion of enrolled, active TXIX/XXI children in the population sampled as of 10/1/00, which was approximately 80%<sup>7</sup>. As shown in Tables 31 and 32 below, the demographic profile of TXIX/TXXI family survey respondents is very similar to that of overall family survey respondents.

**Table 31 - Profile of TXIX/XXI Family Survey Respondents vs. All Family Survey Respondents: Gender and Age Band**

	Gender		Age Band			
	Male	Female	0 - 3	4 - 12	13 -18	18 - 20
% of TXIX/TXXI Family Survey Respondents	68%	32%	2%	71%	27%	<1%
% of All Family Survey Respondents	68%	32%	1%	69%	29%	1%

**Table 32 - Profile of TXIX/XXI Family Survey Respondents vs. All Family Survey Respondents: Ethnicity and Race**

	Ethnicity		Race				
	Hispanic	Non-Hispanic	White	Black	Asian	Native American	Other
% of TXIX/TXXI Family Survey Respondents	26%	74%	83%	9%	0%	3%	5%
% of All Family Survey Respondents	28%	72%	82%	8%	<1%	4%	5%

#### **TXIX/TXXI Survey Results**

##### ***Satisfaction by Survey Item***

The response pattern for TXIX/TXXI family survey respondents is very similar to that of overall family survey respondents (see Table 33), with the percentage of TXIX/TXXI respondents being slightly less for most items.

<sup>6</sup> The survey coding system used by some of the RBHAs did not differentiate between clients who were Title XIX (TXIX) and clients who were Title XXI (TXXI). Due to this, separation of TXX and TXXI respondents is not possible.

<sup>7</sup> Based on population data files provided to ADHS/DBHS by the RBHAs .

## FY 2001 Statewide Consumer Perception Survey

There was a 3% or less difference between TXIX/TXXI and overall family survey respondents for all survey items.

**Table 33 - Family Survey Results by Survey Item**

Survey Item	Mean	Standard Deviation	% of respondents "Agreeing" or "Strongly Agreeing"
<b>General Satisfaction</b>			
1. Overall, I am satisfied with the services my child received. (N = 298)	2.21	1.08	70%
14. The services my child and/or family received were right for us. (N = 302)	2.34	1.02	66%
17. If I need services for my child in the future, I would use these services again. (N = 300)	2.02	1.03	78%
18. My child and family got the help we wanted. (N = 300)	2.36	1.12	65%
19. My child and family got as much help as we needed. (N = 301)	2.57	1.14	54%
<b>Access</b>			
15. The location of services was convenient for us. (N = 303)	2.08	.99	81%
16. Staff were available at times that were convenient for us. (N = 303)	2.14	1.01	77%
<b>Quality/Appropriateness</b>			
8. I helped to choose my child's services. (N = 284)	2.41	1.11	64%
9. I helped to choose my child's treatment goals. (N = 290)	2.28	1.04	73%
10. The people helping my child stuck with us no matter what. (N = 295)	2.16	1.05	74%
11. I felt my child had someone to talk to when he/she was troubled. (N = 293)	2.31	1.10	68%
12. The people helping my child listened to what he/she had to say. (N = 296)	2.03	.94	78%
13. I was frequently involved in my child's treatment. (N = 296)	2.06	.94	78%
20. My child and family's needs determined my child's treatment goals. (N = 290)	2.39	.99	65%
21. Staff treated us with respect. (N = 299)	1.74	.75	90%
22. Staff understood my family's cultural traditions. (N = 259)	2.08	.84	71%
23. Staff respected my family's religious/spiritual beliefs. (N = 253)	1.99	.73	78%
24. Staff spoke with me in a way that I understood. (N = 299)	1.88	.76	85%
25. Staff were sensitive to our cultural/ethnic background. (N = 243)	2.07	.78	71%
<b>Outcome</b>			
2. My child is better at handling daily life. (N = 301)	2.41	.98	62%
3. My child gets along better with family members. (N = 297)	2.55	.99	58%
4. My child gets along better with friends and other people. (N = 300)	2.44	.90	61%
5. My child is doing better in school and/or work. (N = 300)	2.41	1.09	63%
6. My child is better able to cope when things go wrong. (N = 299)	2.76	1.05	50%
7. I am satisfied with our family life right now. (N = 298)	2.58	1.01	54%
<b>Other (Note: for this item, a high mean/low percent is better)</b>			

## FY 2001 Statewide Consumer Perception Survey

Survey Item	Mean	Standard Deviation	% of respondents "Agreeing" or "Strongly Agreeing"
26. I felt we were discriminated against while trying to get services here. (N = 264)	4.30	.97	8%

The five survey items with the highest percentage of TXIX/TXXI respondent agreement, as well as the five survey items with the lowest percentage of respondent agreement were the same as that for overall family survey respondents.

### ***Satisfaction by Domain***

#### **Overall (General) Satisfaction**

The statewide TXIX/TXXI family survey respondents indicated an overall satisfaction of 67%, which is slightly lower than the percentage for overall family survey respondents. Table 34 provides a comparison of the overall satisfaction of TXIX/TXXI respondents by RBHA, with the statewide rate of satisfaction.

**Table 34 - Overall (General) Satisfaction by RBHA (TXIX/XXI Only)**

General Satisfaction Domain			
	# of TXIX/TXXI Survey Respondents with Valid Responses	# of TXIX/TXXI Survey Respondents with Domain Mean Score < 2.5	% Overall (General) Satisfaction Among TXIX/TXXI Survey Respondents
CPSA	62	42	68%
EXCEL	30	23	77%
NARBHA	55	32	58%
PGBHA	71	50	70%
ValueOptions	84	56	67% <sup>a</sup>
Statewide	302	203	67%

<sup>a</sup> ValueOptions consumer perception survey report gives a percentage of 66% . The difference may be due to ADHS/DBHS' inclusion of 10 returned ValueOptions youth surveys from children under 14 for analysis with the family surveys.

#### **Access**

Sixty-nine percent (69)% of TXIX/TXXI family survey respondents were satisfied with accessibility of services, which is slightly less than that of overall family survey respondents. Table 35 provides a comparison by RBHA and the statewide rate of satisfaction on service accessibility.

**Table 35 - Perception of Access by RBHA (TXIX/XXI Only)**

Access Domain
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## FY 2001 Statewide Consumer Perception Survey

	# of TXIX/TXXI Survey Respondents with Valid Responses	# of TXIX/TXXI Survey Respondents with Domain Mean Score < 2.5	% of TXIX/TXXI Survey Respondents Satisfied with Service Accessibility
CPSA	62	43	69%
EXCEL	27	21	78%
NARBHA	55	33	60%
PGBHA	71	53	75%
ValueOptions	84	57	68% <sup>a</sup>
Statewide	299	207	69%

<sup>a</sup> ValueOptions consumer perception survey report gives a percentage of 70% . The difference may be due to ADHS/DBHS' inclusion of 10 returned ValueOptions youth surveys from children under 14 for analysis with the family surveys.

### Quality/Appropriateness

Seventy four percent (74%) of TXIX/TXXI family survey respondents were satisfied with service quality/appropriateness, which is slightly lower than that of overall family survey respondents. Table 36 provides a comparison of TXIX/TXXI rate of satisfaction by RBHA and statewide for this service domain.

**Table 36 - Perception of Service Quality/Appropriateness by RBHA (TXIX/XXI Only)**

Quality/Appropriateness Domain			
	# of TXIX/TXXI Survey Respondents with Valid Responses	# of TXIX/TXXI Survey Respondents with Domain Mean Score < 2.5	% of TXIX/TXXI Survey Respondents Satisfied with Quality/Appropriateness
CPSA	60	41	68%
EXCEL	31	25	81%
NARBHA	54	39	72%
PGBHA	71	59	83%
ValueOptions	80	54	68% <sup>a</sup>
Statewide	296	218	74%

<sup>a</sup> ValueOptions consumer perception survey report gives a percentage of 67% . The difference may be due to ADHS/DBHS' inclusion of 10 returned ValueOptions youth surveys from children under 14 for analysis with the family surveys.

### Outcome

Only 51% of TXIX/TXXI family survey respondents reported to be satisfied with service outcome. This is slightly less than the percentage derived for the statewide family survey respondents. Table 37 provides a comparison of TXIX/TXXI satisfaction for outcome, by RBHA and statewide.

**Table 37 - Perception of Outcome by RBHA (TXIX/XXI Only)**

Outcome Domain			
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## FY 2001 Statewide Consumer Perception Survey

	# of TXIX/TXXI Survey Respondents with Valid Responses	# of Survey Respondents with Domain Mean Score < 2.5	% of TXIX/TXXI Survey Respondents Satisfied with Service Outcome
CPSA	61	29	48%
EXCEL	31	18	58%
NARBHA	54	28	52%
PGBHA	72	36	50%
ValueOptions	85	45	53% <sup>a</sup>
Statewide	303	156	51%

<sup>a</sup> ValueOptions consumer perception survey report gives a percentage of 51% . The difference may be due to ADHS/DBHS' inclusion of 10 returned ValueOptions youth surveys from children under 14 for analysis with the family surveys.

### Added Survey Questions

#### Child's Residence

Respondents were asked to indicate all of the places that the child receiving services had lived within the past 6 months. Eighty-eight percent (88%) of family survey respondents completed this survey item. Respondents were provided with a list of choices, from which they could select all that applied. They were also provided with a selection entitled "Other", which offered an area to write-in a response. Table 38 provides an overview of survey results related to this question.

The great majority (90%) of respondents indicated that their children had lived in only one residence during the past six months. Most children (86%) had lived in one home, or home-like setting for the full six months, such as with one or both parents (62%), with another family member (19%), in a foster home (4%), or in a group home (1%).

Eighteen children (5%) had spent some or all of the past six months in a residential treatment center or hospital, while only four children (1%) had spent some or all of the past six months in a local jail, detention facility, or State correctional facility.

**Table 38 - Number and Types of Residences for Children of Family Survey Respondents within Past Six Months**

Number/Type of Residences	#	%
<b>One residence within the past 6 months</b>	<b>311</b>	<b>90%</b>
With one or both parents	212	62%
With another family member	66	19%
Foster Home	15	4%
Group Home	3	1%
Residential Treatment Center	3	1%
Hospital	1	<1%
Local Jail or Detention Facility	1	<1%
Other	10	3%
<b>Two residences during the past 6 months</b>	<b>26</b>	<b>8%</b>
In two home or home-like settings	11	3%



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Number/Type of Residences	#	%
In a home or home-like setting & in a treatment setting	9	3%
In a home or home-like setting & in justice system setting	2	<1%
In a home or home-like setting & runaway/homeless	1	<1%
In a home or home-like setting & in some other setting	2	<1%
In two treatment settings	1	<1%
In one treatment setting & in one justice system setting	1	<1%
<b>children living in three or four residences during the past 6 months</b>	<b>8</b>	<b>2%</b>
In three home or home-like settings	2	<1%
In two home or home-like settings & in a treatment setting	1	<1%
In two home or home-like settings & in some other setting	1	<1%
In one home or home-like settings & in two treatment settings	1	<1%
In one home or home-like setting, one homeless shelter, & one other setting	2	<1%
In two home or home-like settings, in one treatment setting, & in one other setting	1	<1%

### **Receipt of Medical Care**

Survey respondents were asked whether, within the past year, their child had seen a medical doctor (or nurse) for a health check up or because he or she was sick. Ninety-one percent (91%) of overall family survey respondents completed this survey item. Seventy-four percent (74%) indicated that their child had seen a medical doctor or nurse within the past year, while the remaining 26% indicated that their child had not seen a medical doctor or nurse within the past year.

### **Contact with the Judicial System**

Survey respondents were asked whether their child had been to court within the last six months, and if so, whether or not he or she had been charged with a crime. Eighty-two percent (82%) of overall family survey respondents completed this survey item. Of those responding, 42 (13%) indicated that their child had been to court within the last six months, and 26 of these children had been charged with a crime.

### **Current School Grade**

The first part of this question asked survey respondents to indicate the child's current grade level in school, i.e. Preschool, Elementary (K - 5), Jr High/Middle School (6 - 8), or High School (9 - 12). Two percent (2%) of survey responses were considered invalid, as these respondents provided more than one response to the question. Another 6% of survey respondents left the survey item blank, which may indicate that the child is not currently in school, or that the survey respondent simply did not answer the question.

Of the 361 survey respondents who provided a valid response (i.e. not multiple responses or blank) to part one of this question, 14% indicated that their child was in Preschool, while 48% indicated their child was in Elementary school. Twenty-two percent (22%) indicated that their child was in Junior High School or Middle School, and 16% indicated that their child was in High School.

A second part of the question asked respondents whose child was not currently in school to write a comment about why not. Reasons provided included the following: participation in an alternative program (such as a work GED, internet program); to suspension; disenrollment; sick; transitioning to kindergarten; and no current IEP.

### **Days Absent from School**

The first part of this question asked survey respondents to indicate whether or not their child had been absent from school in the last six months. Ninety-five percent (95%) of overall family survey respondents completed this survey item. Of these, 67% of the respondents indicated that their children had been absent from school in the past six months.

## **FY 2001 Statewide Consumer Perception Survey**

A second part of the question asked respondents to indicate the number of days their child had been absent from school (in the past 6 months). Fifty-seven percent (57%) of survey respondents answered this question. The number of days absent ranged from 1 to 257 days, with 86% absent 10 days or less, 9% absent between 11 and 20 days, and 4% absent between 21 and 75 days. Three respondents indicated that the child had been absent for more than 100 days in the past six months (120, 129, and 257). The response of 257 days is clearly invalid, as it is not possible to miss this number of days of school within the six month time period.

## YOUTH SURVEY

### Respondent Profile

The total number of youth surveys returned was 74<sup>1</sup>. After 'cleaning' for late returns and unuseable surveys (e.g., surveys returned blank) the valid number of returns used in the subsequent analysis was 72. Table 39 provides a breakdown of the surveys used in the statewide analysis, by RBHA. Although the number of cases is too small to have any significant meaning, the purpose of this report is to describe the information that has been collected through this survey.

**Table 39 - Youth Surveys used in Statewide Analysis, by RBHA**

CPSA	EXCEL	NARBHA	PGBHA	ValueOptions	Total
18 (25%)	18 (25%)	10 (14%)	18 (25%)	8 (11%)	72 (100%)

Over half (59%) of the youth surveys were completed by the child actually receiving services, however, 41% were completed by individuals other than the identified recipient of services, such as the child's parent, guardian, relative, or a friend.<sup>2</sup>

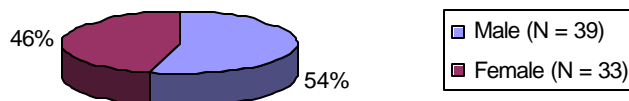
Figure 11 shows that the great majority of survey respondents were receiving services funded through Title XIX/XXI (72%). Only 28% of survey respondents were those with state-only (Non-TXIX/XXI) funding.

**Figure 11 - Youth Survey Respondents: Entitlement Status**



Slightly over half (54%) of youth survey respondents were male (see Figure 12), while 46% were female.

**Figure 12 - Youth Survey Respondents: Gender**



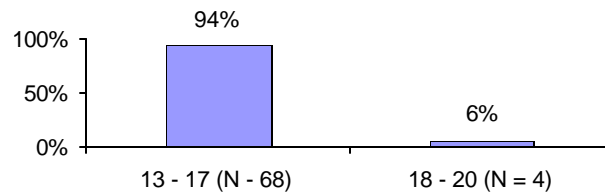
<sup>1</sup> Does not include the 10 youth surveys returned from ValueOptions from children under age 14 - these 10 surveys were added to and analyzed with the family surveys.

<sup>2</sup> Percentages based on the responses provided by the 68 individuals who completed this survey item. (4 individuals did not respond to this survey item)

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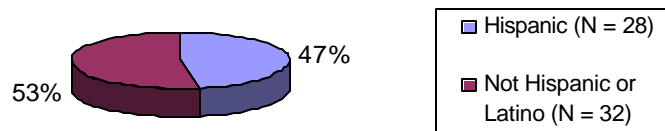
Figure 13 illustrates that the majority (94%) of youth survey respondents were between the ages of 13 and 17, with only about 6% of survey respondents in the 18 - 20 age group.

Figure 13 - Youth Survey Respondents:  
Age Group



Of the 60 survey respondents who completed this item, 53% identified their ethnicity as Non-Hispanic or Latino, while 47% indicated they were of Hispanic or Latino descent (see Figure 14)<sup>3</sup>.

Figure 14 - Youth Survey Respondents: Ethnicity



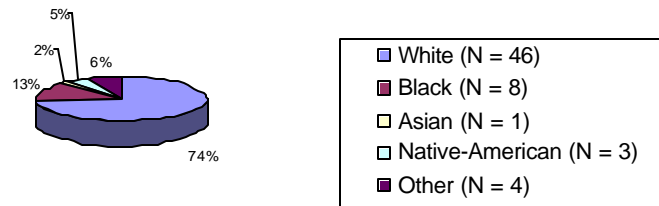
Seventy-four percent (74%) of survey respondents identified themselves as White, 13% as Black, 5% as Native American, 2% (N = 1) as Asian, and 6% as "Other" (see Figure 15).<sup>4</sup>

<sup>3</sup> Percentages based on the 60 surveys with a completed "Ethnicity" survey item.

<sup>4</sup> Percentages based on the 62 surveys with a completed "Race" survey item.

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Figure 15 - Youth Survey Respondents: Race



## Test for Non-Response Bias

In order to assess representativeness, the demographic information for youth survey respondents was compared to that of the children aged 14 or older<sup>5</sup> in the sampled population (enrolled and active child clients as of October 1, 2000), and the sample population. A table providing the results of these comparisons is included in Appendix J.<sup>6</sup> Using a variation of +/- 10% as a yardstick, survey respondents appear to be fairly representative of the population and survey sample with respect to entitlement status, age, and race. However, males are somewhat under-represented (54% of survey respondents) as compared to percentage of males in the sample (69%), while female respondents are over-represented (46% of respondents versus 31% of the sample). In addition, Non-Hispanic respondents are under-represented (53% of survey respondents) as compared to percentage of Non-Hispanics in the sample (74%), while Hispanic respondents are over-represented (47% of respondents versus 26% of the sample). In view of the small N for this survey, a statistical correction for the over/under representation of certain subgroups cannot be conducted. The purpose of the succeeding analysis is to simply report the statistics for the survey data.

## Survey Results

### Satisfaction by Survey Item

Table 40 shows the mean (average) score for each item, its standard deviation, and percentage of survey respondents who agreed or strongly agreed with each statement.

Table 40 - Youth Survey Results by Survey Item

Survey Item	Mean	Standard Deviation	% of survey respondents "Agreeing" or "Strongly Agreeing" w/Survey Item
<b>General Satisfaction</b>			
1. Overall, I am satisfied with the services I received. (N = 69)	2.16	.98	74%
14. I received the services that were right for me. (N = 69)	2.20	1.07	75%
17. If I need services in the future, I would use these services again. (N = 65)	2.05	1.05	80%
18. I got the help I wanted. (N = 67)	2.39	1.06	63%
19. I got as much help as I needed. (N = 66)	2.61	1.19	53%
<b>Access</b>			

<sup>5</sup> 13 or older for EXCEL

<sup>6</sup> Based on population and sample data files provided to ADHS/DBHS by the RBHAs .

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Survey Item	Mean	Standard Deviation	% of survey respondents "Agreeing" or "Strongly Agreeing" w/Survey Item
15. The location of services was convenient. (N = 67)	2.03	.92	85%
16. Staff were available at times that were convenient for me. (N = 67)	2.12	.96	79%
<b>Quality/Appropriateness</b>			
8. I helped to choose my services. (N = 68)	2.78	1.17	47%
9. I helped to choose my treatment goals. (N = 67)	2.49	1.06	58%
10. The people helping me stuck with me no matter what. (N = 67)	2.09	1.04	76%
11. I felt I had someone to talk to when I was troubled. (N = 71)	2.21	1.01	72%
12. The people helping me listened to what I had to say. (N = 70)	2.07	.94	81%
13. I was actively involved in my own treatment. (N = 66)	2.20	.93	71%
20. I, not staff decided my treatment goals. (N = 65)	2.71	1.17	52%
21. Staff treated me with respect. (N = 67)	1.91	.95	87%
22. Staff understood my family's cultural traditions. (N = 59)	2.34	1.12	66%
23. Staff respected my family's religious/spiritual beliefs. (N = 61)	2.07	.96	77%
24. Staff spoke with me in a way that I understood. (N = 68)	1.99	.89	85%
25. Staff were sensitive to my cultural/ethnic background. (N = 57)	2.16	1.13	75%
<b>Outcome</b>			
2. I am better at handling daily life. (N = 69)	2.32	.93	65%
3. I get along better with family members. (N = 69)	2.41	.91	58%
4. I get along better with friends and other people. (N = 69)	2.35	.89	62%
5. I am doing better in school and/or work. (N = 67)	2.45	1.13	63%
6. I am better able to cope when things go wrong. (N = 69)	2.61	1.10	57%
7. I am satisfied with my family life right now. (N = 67)	2.34	.91	61%
<b>Other (Note: for this item, a high mean/low percent is better)</b>			
26. I felt discriminated against while trying to get services here. (N = 59)	3.93	1.24	14%

As can be seen from the table above, respondent agreement (i.e. the percentage of items respondents rated as either "agree" or "strongly agree") with **Overall (General) Satisfaction, Access, Quality/Appropriateness**, and **Outcome** survey items ranged from a high of 87% to a low of 47%. Most survey items achieved respondent agreement of 60% or higher, with a few items falling below this level. (see Table 41).

**Table 41 - Summary of Item Agreement Percentages**

Percent of respondents indicating agreement with Survey item	Survey Item(s)
85 - 89%	#15, #21, #24
80 - 84%	#12, #17
75 - 79%	#10, #14, #16, #23, #25
70 - 74%	#1, #11, #13
65 - 69%	#2, #22
60 - 64%	#4, #5, #7, #18

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55 - 59%	#3, #6, #9
50 - 54%	#19, #20
45 - 49%	#8

The five survey items with the most respondent agreement, from highest to lowest, are as follows:

**#21. Staff treated me with respect.**

(87%; Quality/Appropriateness)

**#24. Staff spoke with me in a way that I understood.**

(85%; Quality/Appropriateness)

**#15. The location of services was convenient.**

(85%; Access)

**#12. The people helping me listened to what I had to say.**

(81%; Quality/Appropriateness)

**#17. If I needed services in the future, I would use these services again.**

(80%; General Satisfaction)

The five survey items with the least respondent agreement, from lowest to highest, are as follows:

**#8. I helped to choose my services.**

(47%; Quality/Appropriateness)

**#20. I, not staff decided my treatment goals.**

(52%; Quality/Appropriateness)

**#19. I got as much help as I needed.**

(53%; General Satisfaction)

**#6. I am better able to cope when things go wrong.**

(57%; Outcomes)

**#3. I get along better with family members.**

(58%; Outcomes)

There was one survey question (#26) pertaining to whether the respondent felt discriminated against while accessing services. For this question, a higher mean (i.e. a lower respondent agreement) is positive. In response to this question, 14% of survey respondents indicated that they felt discriminated against while trying to get services.

## **Satisfaction by Domain**

### **Overall (General) Satisfaction**

The youth survey contains five items which are intended to ascertain the respondent's general satisfaction with the services s/he has received. Overall, 68% of survey respondents indicated satisfaction with services

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received (Domain Mean Score = 2.294, sd = .928). Table 42 shows the number and percent of survey respondents satisfied, by RBHA and statewide.

**Table 42 - Overall (General) Satisfaction by RBHA**

General Satisfaction Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents with Domain Mean Score of < 2.5	Overall (General) Satisfaction
<b>CPSA</b>	17	11	65%
<b>EXCEL</b>	17	9	53% <sup>a</sup>
<b>NARBHA</b>	10	5	50%
<b>PGBHA</b>	16	14	88%
<b>ValueOptions</b>	8	7	88%
<b>Statewide</b>	68	46	68%

<sup>a</sup> EXCEL's consumer perception survey report gives a percentage of 50% .

Table 43 provides information pertaining to Overall (General) Satisfaction by subgroup. Statistical analyses performed using chi-square tests of independence revealed no statistically significant differences within subgroups.

**Table 43 - Overall (General) Satisfaction by Subgroup**

	Satisfaction Domain Score		General Satisfaction	
	Mean	Standard Deviation	# of Survey Respondents Domain Mean Score < 2.5	Overall % Satisfaction by Subgroup
<b>Entitlement</b>				
TXIX/TXXI (N =48)	2.294	1.001	31	65%
Non TXIX/TXXI (N =20)	2.295	.745	15	75%
<b>Gender</b>				
Male (N =37)	2.228	.940	26	70%
Female (N =31)	2.373	.922	20	65%
<b>Age Bands</b>				
13 -17 (N = 64)	2.322	.941	42	66%
18-20 (N = 4)	1.850	.597	0	0%
<b>Ethnicity</b>				
Hispanic (N =27)	2.163	.966	20	74%
Non-Hispanic (N =31)	2.373	.801	19	61%
<b>Race</b>				
White (N =44)	2.353	.859	29	66%
Black (N =7)	2.071	.596	5	71%



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	Satisfaction Domain Score		General Satisfaction	
	Mean	Standard Deviation	# of Survey Respondents Domain Mean Score < 2.5	Overall % Satisfaction by Subgroup
Asian (N = 1)	2.750	N/A	0	0%
Native American (N =3)	1.333	.306	0	0%
Other (N = 4)	2.450	1.279	2	50%

### Access

The youth survey contains two items which are intended to elicit the respondent's opinion with regard to service accessibility. Overall, 75% of youth survey respondents were satisfied with service accessibility (Domain Mean Score = 2.069, sd = .800). Table 44 shows the number and percentage of youth survey respondents satisfied with service accessibility, by RBHA.

**Table 44 - Perception of Service Accessibility by RBHA**

Access Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents with Domain Mean Score of < 2.5	% of Clients Satisfied with respect to Service Accessibility
CPSA	18	11	61%
EXCEL	15	11	73%
NARBHA	9	6	67%
PGBHA	15	14	93%
ValueOptions	8	7	88%
Statewide	65	49	75%

Table 45 provides information pertaining to perception of service Accessibility by subgroup. Statistical analyses performed using chi-square tests of independence revealed no statistically significant differences between subgroups.

**Table 45 - Perception of Service Accessibility by Subgroup**

	Access Domain Score		Access	
	Mean	Standard Deviation	# of Survey Respondents with Domain Mean Score < 2.5	% Satisfied with Service Accessibility by Subgroup
<b>Entitlement</b>				
TXIX/TXXI (N =46)	2.185	.852	32	70%
Non TXIX/TXXI (N =19)	1.789	1.001	17	89%
<b>Gender</b>				

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	Access Domain Score		Access	
	Mean	Standard Deviation	# of Survey Respondents with Domain Mean Score < 2.5	% Satisfied with Service Accessibility by Subgroup
Male (N =35)	2.014	.702	27	77%
Female (N =30)	2.133	.909	22	73%
<b>Age Bands</b>				
13 -17 (N = 61)	2.107	.802	45	74%
18-20 (N = 4)	1.500	.577	4	100%
<b>Ethnicity</b>				
Hispanic (N =26)	1.808	.649	22	85%
Non-Hispanic (N =30)	2.200	.750	21	70%
<b>Race</b>				
White (N =42)	2.095	.864	32	76%
Black (N =7)	2.143	.627	6	86%
Asian (N = 1)	2.000	N/A	1	100%
Native American (N =3)	1.333	.577	3	100%
Other (N = 4)	2.145	1.031	2	50%

## Quality/Appropriateness

The youth survey contains twelve items designed to measure the respondent's perception of the Quality and Appropriateness of services. Overall, 72% of survey respondents indicated satisfaction with regard to service quality/appropriateness (Domain Mean Score = 2.220, sd = .817).

Table 46 shows the number and percentage of youth survey respondents satisfied with service quality/appropriateness, by RBHA.

**Table 46 - Perception of Service Quality/Appropriateness by RBHA**

Quality/Appropriateness Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents with Domain Mean Score of < 2.5	% of Survey Respondents Satisfied with Service Quality/Appropriateness
CPSA	16	13	81% <sup>a</sup>
EXCEL	17	11	65%
NARBHA	9	5	56%
PGBHA	15	11	73%
ValueOptions	8	7	88%
Statewide	65	47	72%

<sup>a</sup> CPSA's consumer perception survey report gives a percentage of 75% .

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Table 47 provides information pertaining to perception of service Quality/Appropriateness by subgroup. Statistical analyses performed using chi-square tests of independence revealed no statistically significant differences within subgroups.

**Table 47 - Perception of Service Quality/Appropriateness by Subgroup**

	Quality/Appropriateness Domain Score		Quality/Appropriateness	
	Mean	Standard Deviation	# of Survey Respondents with Domain Mean Score < 2.5	% Satisfied with Service Quality by Subgroup
<b>Entitlement</b>				
TXIX/TXXI (N =47)	2.242	.913	31	66%
Non TXIX/TXXI (N =18)	2.160	.504	16	89%
<b>Gender</b>				
Male (N =35)	2.143	.791	26	74%
Female (N =30)	2.309	.852	21	70%
<b>Age Bands</b>				
13 -17 (N = 61)	2.246	.827	43	70%
18-20 (N = 4)	1.819	.590	4	100%
<b>Ethnicity</b>				
Hispanic (N =26)	2.024	.821	21	81%
Non-Hispanic (N =30)	2.350	.707	19	63%
<b>Race</b>				
White (N =41)	2.291	.753	28	68%
Black (N =7)	1.907	.354	7	100%
Asian (N = 1)	2.091	N/A	1	100%
Native American (N =3)	1.269	.252	3	100%
Other (N = 4)	2.278	1.182	3	75%

### Outcome

The youth survey contains six items designed to measure the respondent's perception of Outcomes. Overall, only 51% of survey respondents were satisfied with service outcome (Domain Mean Score = 2.520, sd = .732).

Table 48 shows the number and percentage of youth survey respondents satisfied with service outcome, by RBHA.

**Table 48 - Perception of Outcome by RBHA**

Outcome Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents with Domain Mean Score of < 2.5	% Satisfied with Service Outcome
CPSA	17	11	65%

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EXCEL	18	6	33%
NARBHA	10	2	20%
PGBHA	17	12	71%
ValueOptions	8	5	55%
Statewide	70	36	51%

Table 49 provides information pertaining to perception of Outcome by subgroup. Statistical analyses performed using chi-square tests of independence revealed no statistically significant differences within subgroups.

**Table 49 - Perception of Outcome by Subgroup**

	Outcome Domain Score		Outcome	
	Mean	Standard Deviation	# of Survey Respondents with Domain Mean Score of < 2.5	% Satisfied with Service Outcome by Subgroup
<b>Entitlement</b>				
TXIX/TXXI (N =51)	2.394	.781	27	53%
Non TXIX/TXXI (N =19)	2.471	.596	9	47%
<b>Gender</b>				
Male (N =37)	2.411	.696	20	54%
Female (N =33)	2.419	.781	16	48%
<b>Age Bands</b>				
13 -17 (N = 66)	2.427	.723	34	52%
18-20 (N = 4)	2.208	.975	2	50%
<b>Ethnicity</b>				
Hispanic (N =27)	2.424	.849	15	56%
Non-Hispanic (N =32)	2.385	.700	17	53%
<b>Race</b>				
White (N =44)	2.425	.680	22	50%
Black (N =8)	2.579	.525	3	38%
Asian (N = 1)	2.000	N/A	1	100%
Native American (N =3)	1.722	.192	3	100%
Other (N = 4)	2.283	1.221	2	50%

### ***Special Analysis: Title XIX/TXXI Clients<sup>7</sup>***

#### **TXIX/TXXI Respondent Profile**

The valid number of TXIX/TXXI surveys returned was 52, representing 72% of the valid youth surveys received.

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<sup>7</sup> The survey coding system used by some of the RBHAs did not differentiate between clients who were Title XIX (TXIX) and clients who were Title XXI (TXXI). Due to this, complete separation of TXIX and TXXI respondents is not possible, precluding a separate statewide analysis for TXXI- only clients.

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This is only slightly lower than the proportion of enrolled, active TXIX/XXI children aged 14 and older<sup>8</sup> in the general population as of 10/1/00, which was approximately 77%<sup>9</sup>

As shown in Tables 50 and 51 below, The demographic profile of TXIX/TXXI youth survey Respondents is very similar to that of overall youth survey respondents.

**Table 50 - Profile of TXIX/XXI Youth Survey Respondents vs. All Youth Survey Respondents: Gender and Age Band**

	Gender		Age Band	
	Male	Female	13 -17	18 - 20
% of TXIX/TXXI Youth Survey Respondents	56%	44%	96%	4%
% of All Youth Survey Respondents	54%	46%	94%	6%

**Table 51 - Profile of TXIX/XXI Youth Survey Respondents vs. All Youth Survey Respondents: Ethnicity and Race**

	Ethnicity		Race				
	Hispanic	Non-Hispanic	White	Black	Asian	Native American	Other
% of TXIX/TXXI Youth Survey Respondents	47%	53%	72%	16%	2%	5%	5%
% of All Youth Survey Respondents	47%	53%	74%	13%	2%	5%	6%

## TXIX/TXXI Survey Results

### ***Satisfaction by Survey Item***

The response pattern for TXIX/TXXI youth survey respondents is similar to that of overall youth survey respondents (see Table 52), except that the percentage of TXIX/TXXI respondents is somewhat lower for most items. TXIX/TXXI respondents had higher satisfaction than overall youth survey respondents on the following items: #4, #6, #8, #9, and #19.

**Table 52 - Title XIX/XXI Youth Survey Results by Survey Item**

Survey Item	Mean	Standard Deviation	% of Survey Respondents "Agreeing" or "Strongly Agreeing"
<b>General Satisfaction</b>			
1. Overall, I am satisfied with the services I received. (N = 51)	2.18	1.03	69%
14. I received the services that were right for me. (N = 49)	2.18	1.09	74%
17. If I need services in the future, I would use these services	2.15	1.16	77%

<sup>8</sup> 13 and older for EXCEL

<sup>9</sup> Based on population data files provided to ADHS/DBHS by the RBHAs .

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Survey Item	Mean	Standard Deviation	% of Survey Respondents "Agreeing" or "Strongly Agreeing"
again. (N = 47)			
18. I got the help I wanted. (N = 47)	2.40	1.15	57%
19. I got as much help as I needed. (N = 47)	2.47	1.18	55%
<b>Access</b>			
15. The location of services was convenient. (N = 47)	2.15	.98	81%
16. Staff were available at times that were convenient for me. (N = 48)	2.23	1.04	73%
<b>Quality/Appropriateness</b>			
8. I helped to choose my services. (N = 50)	2.76	1.22	48%
9. I helped to choose my treatment goals. (N = 49)	2.51	1.14	59%
10. The people helping me stuck with me no matter what. (N = 49)	2.18	1.15	71%
11. I felt I had someone to talk to when I was troubled. (N = 52)	2.19	1.09	71%
12. The people helping me listened to what I had to say. (N = 51)	2.12	1.01	78%
13. I was actively involved in my own treatment. (N = 48)	2.19	.91	71%
20. I, not staff decided my treatment goals. (N = 46)	2.74	1.22	52%
21. Staff treated me with respect. (N = 48)	1.98	1.08	81%
22. Staff understood my family's cultural traditions. (N = 42)	2.43	1.23	62%
23. Staff respected my family's religious/spiritual beliefs. (N = 43)	2.05	1.02	74%
24. Staff spoke with me in a way that I understood. (N = 48)	2.02	1.02	81%
25. Staff were sensitive to my cultural/ethnic background. (N = 42)	2.21	1.18	71%
<b>Outcome</b>			
2. I am better at handling daily life. (N = 52)	2.35	1.01	62%
3. I get along better with family members. (N = 50)	2.40	.97	56%
4. I get along better with friends and other people. (N = 51)	2.27	.96	67%
5. I am doing better in school and/or work. (N = 50)	2.48	1.20	60%
6. I am better able to cope when things go wrong. (N = 50)	2.54	1.11	58%
7. I am satisfied with my family life right now. (N = 49)	2.35	.97	55%
<b>Other (Note: for this item, a high mean/low percent is better)</b>			
26. I felt discriminated against while trying to get services here. (N = 43)	3.98	1.26	14%

The five survey items with the highest rate of satisfaction from TXIX/TXXI respondents were the same as that for overall youth survey respondents. The five survey items with the lowest rate of satisfaction were similar as that for overall youth survey respondents, except that #7 (*I am satisfied with my family life right now*) is ranked as among the bottom five instead of item #6 (*I am better able to cope when things go wrong*).

### **Satisfaction by Domain**

#### **Overall (General) Satisfaction**

The overall satisfaction of TXIX/TXXI respondents is 65%, which is slightly lower than the percentage for all youth

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survey respondents. Table 53 provides a comparison of the overall satisfaction by RBHA and statewide.

**Table 53 - Overall (General) Satisfaction by RBHA (TXIX/XXI only)**

General Satisfaction Domain			
	# of TXIX/TXXI Survey Respondents with Valid Responses	# of TXIX/TXXI Survey Respondents with Domain Mean Score of < 2.5	% Overall (General) Satisfaction Among TXIX/TXXI Survey Respondents
CPSA	8	5	63%
EXCEL	14	7	50%
NARBHA	8	4	50%
PGBHA	14	12	86%
ValueOptions	4	3	75%
Statewide	48	31	65%

### Access

Seventy percent (70)% of TXIX/TXXI youth survey respondents reported to be satisfied with service accessibility, which is somewhat less than that of overall youth survey respondents. Table 54 provides a comparison of the rate of satisfaction in service access, by RBHA and statewide.

**Table 54 - Perception of Access by RBHA (TXIX/XXI only)**

Access Domain			
	# of TXIX/TXXI Survey Respondents with Valid Responses	# of TXIX/TXXI Survey Respondents with Domain Mean Score of < 2.5	% of TXIX/TXXI Survey Respondents Satisfied with Service Accessibility
CPSA	9	4	44%
EXCEL	12	8	67%
NARBHA	7	4	57%
PGBHA	14	13	93%
ValueOptions	4	3	75%
Statewide	46	32	70%

### Quality/Appropriateness

Sixty-six percent (66%) of TXIX/TXXI youth survey respondents were satisfied with service quality/appropriateness, which is somewhat lower than that of overall youth survey respondents. Table 55 provides a comparison of TXIX/TXXI satisfaction on service quality/appropriateness, by RBHA and statewide.

**Table 55 - Perception of Service Quality/Appropriateness by RBHA (TXIX/XXI only)**

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Quality/Appropriateness Domain			
	# of TXIX/TXXI Survey Respondents with Valid Responses	# of TXIX/TXXI Survey Respondents with Domain Mean Score of < 2.5	% of TXIX/TXXI Survey Respondents Satisfied with Service Quality/Appropriateness
CPSA	8	6	75%
EXCEL	14	9	64%
NARBHA	7	3	43% <sup>a</sup>
PGBHA	14	10	71%
ValueOptions	4	3	75%
Statewide	47	31	66%

<sup>a</sup> NARBHA's consumer perception survey report gives a percentage of 57% .

### **Outcome**

Fifty-three percent (53%) of TXIX/TXXI youth survey respondents were satisfied with their service outcome, which is slightly higher than the percentage derived for overall youth survey respondents. Figure 56 provides a comparison of the rate of satisfaction among TXIX/TXXI clients, by RBHA and statewide.

**Table 56 - Perception of Outcome by RBHA (TXIX/XXI only)**

Outcome Domain			
	# of Survey Respondents with Valid Responses	# of Survey Respondents with Domain Mean Score of < 2.5	% of TXIX/TXXI Survey Respondents Satisfied with Service Outcome
CPSA	9	5	56%
EXCEL	15	5	33%
NARBHA	8	2	25%
PGBHA	15	12	80%
ValueOptions	4	3	75%
Statewide	51	27	53%

### **Added Survey Questions**

#### **Child's Residence**

Respondents were asked to indicate all of the places that they (the child receiving services) had lived within the past 6 months. Eighty-eight percent (88%) of overall youth survey respondents completed this survey item. Respondents were provided with a list of choices, from which they could select all that applied. They were also provided with a selection entitled "Other", which offered an area to write-in a response. Table 57 provides an overview of survey results related to this question.

Eighty-six percent (86%) of the respondents indicated that they had lived in only one residence during the past



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six months, most of whom had lived in a home, or home-like setting for the full six months. Seven children (11%) had lived in two places within the past 6 months, and only two children had lived in three residences during the 6 month time period.

Four children (6%) had spent some or all of the past six months in a residential treatment center or hospital, while three children (5%) had spent some or all of the past six months in a local jail, detention facility, or State correctional facility.

**Table 57 - Number and Types of Residences for Youth Survey Respondents within Past Six Months**

Number/Type of Residences	#	%
<b>One residence within the past 6 months</b>	<b>54</b>	<b>86%</b>
With one or both parents	35	56%
With another family member	9	14%
Foster Home	4	6%
Group Home	3	5%
State Correctional Facility	1	< 2%
Other	2	3%
<b>Two residences during the past 6 months</b>	<b>7</b>	<b>11%</b>
In two home or home-like settings	3	5%
In a home or home-like setting & in a treatment setting	1	< 2%
In a home or home-like setting & in some other setting	1	< 2%
In two treatment settings	1	< 2%
In one treatment setting & in one justice system setting	1	< 2%
<b>Three residences during the past 6 months</b>	<b>2</b>	<b>%</b>
In two home or home-like settings & in one justice system setting	1	< 2%
In one home or home-like setting, one treatment setting, & one other setting	1	< 2%

### **Receipt of Medical Care**

Survey respondents were asked whether, within the past year, they (the child receiving services) had seen a medical doctor (or nurse) for a health check up or because he or she was sick. Ninety-one percent (89%) of overall youth survey respondents completed this survey item. Sixty-nine percent (69%) of survey respondents indicated that they had seen a medical doctor or nurse within the past year, while the remaining 31% indicated that they had not seen a medical doctor or nurse within the past year.

### **Contact with the Judicial System**

Survey respondents were asked whether they had been to court within the last six months, and if so, whether or not they had been charged with a crime. Eighty-five percent (85%) of overall youth survey respondents completed this survey item. Of those responding, 29 (40%) indicated that they had been to court within the last six months, and 14 of these children had been charged with a crime.

### **Current School Grade**

The first part of this question asked survey respondents to indicate their current grade level in school: Preschool, Elementary (K - 5), Jr High/Middle School (6 - 8), or High School (9 - 12). Six percent (6%) of survey responses were considered invalid, as these respondents provided more than one response to the question, or indicated that they were in preschool. Another 11% of survey respondents left the survey item blank, which may indicate that the child is not currently in school, or that the survey respondent simply did not answer the question.

Of the 60 survey respondents who provided a valid response, 18% indicated that they were in Junior High School or Middle School, and 82% indicated that they were in High School.

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A second part of the question asked respondents who were not currently in school to write a comment about why not. Reasons provided included the following: participation in a GED program; disenrollment; “too tired”; and “I got my diploma”.

### **Days Absent from School**

The first part of the question asked survey respondents to indicate whether or not they had been absent from school in the last six months. Ninety-four percent (94%) of overall youth survey respondents completed this survey item. Of these, 68% of the respondents indicated that they had been absent from school in the past six months.

A second part of the question asked respondents to indicate the number of days they had been absent from school (in the past 6 months). Forty percent (40%) of survey respondents answered this question. The number of days absent ranged from 1 to 254 days, with 72% absent 10 days or less, 10% absent between 11 and 20 days, and 10% absent between 21 and 30 days. Three respondents indicated that they had been absent for more than 100 days in the past six months (120, 129, and 254). The response of 254 days is clearly invalid, as it is not possible to miss this number of days in school within the six month time period.

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### RBHA SUMMARIES

This section provides a summary of the survey results for each RBHA, as reported in the RBHA 2001 consumer perception survey report submitted to ADHS/DBHS. Any items where there was a difference noted between RBHA and statewide results are footnoted.

## CPSA

### Adult Survey

CPSA mailed 1764 adult surveys to consumers enrolled in the General Mental Health program (593), the Substance Abuse program (553), or the program for Persons with Serious Mental Illness (618). The response rate reported by CPSA for the adult survey was 12.24%. Two-hundred and fourteen (214) valid (i.e., sufficient item response and returned before cutoff date) adult surveys were returned to CPSA and used in subsequent analyses. Forty-four percent (44%) of survey respondents were from the General Mental Health program, 21.5% were from the Substance Abuse program, and 35.5% were from the program for Persons with Serious Mental Illness. Fifty-seven percent (57%) of these respondents were Title XIX/XXI (CPSA was not able to separate TXIX from TXXI in their analysis), while 43% were Non-TXIX/TXXI.

The five MHSIP adult survey items with the highest percentage of agreement, from highest to lowest, were as follows: #13, #16, #11, #7, #3. The five adult MHSIP survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #25, #27, #26, #28, #23. A summary of CPSA adult survey results by domain is shown in Table 58 below.

**Table 58 - Summary of CPSA Adult Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	73.3%	63.2%	73.3% <sup>a</sup>	53.3%
TXIX/TXXI respondents only	72.7%	69.2%	77%	47.3%

<sup>a</sup> Statewide results indicate that this percentage is 77%

### Family Survey

CPSA mailed 613 family surveys to the households of consumers enrolled in the Children's program. The response rate reported by CPSA for the family survey was 12.68%. Seventy-seven (77) valid family surveys were returned to CPSA and used in subsequent analyses. Eighty-three percent (83%) of these respondents were Title XIX/XXI (CPSA was not able to separate TXIX from TXXI in their analysis), while 17% were Non-TXIX/TXXI.

The five MHSIP family survey items with the highest percentage of agreement, from highest to lowest, were as follows: #21, #24, #12, #13, #17. The five MHSIP family survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #6, #4, #8, #19, #7. A summary of CPSA family survey results by

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domain is shown in Table 59 below.

**Table 59 - Summary of CPSA Family Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	66.2%	67%	70%	47.3%
TXIX/TXXI respondents only	67.7%	69.4%	68.3%	47.5%

### Youth Survey

CPSA mailed 167 youth surveys to consumers aged 14 and older, who were enrolled in the Children's program. The response rate reported by CPSA for the youth survey was 10.78%. Eighteen (18) valid youth surveys were returned to CPSA and used in subsequent analyses. Fifty percent (50%) of these respondents were Title XIX/XXI (CPSA was not able to separate TXIX from TXXI in their analysis), while 50% were Non-TXIX/TXXI.

The five MHSIP youth survey items with the highest percentage of agreement, from highest to lowest, were as follows: #24, #12, #25, #21, #10. The five MHSIP youth survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #8, #9, #20, #19, #7. A summary of CPSA youth survey results by domain is shown in Table 60 below.

**Table 60 - Summary of CPSA Youth Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	64.7%	61.1%	75% <sup>a</sup>	64.7%
TXIX/TXXI respondents only	62.5%	44%	75%	55.6%

<sup>a</sup> Statewide results indicate that this percentage is 81%

## EXCEL

### Adult Survey

EXCEL mailed 641 adult surveys to consumers enrolled in the General Mental Health program (208), the Substance Abuse program (98), or the program for Persons with Serious Mental Illness (335). The response rate reported by EXCEL for the adult survey was 30.1%<sup>1</sup>. One-hundred and ninety-three (193) valid adult

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<sup>1</sup> The response rates reported by EXCEL in their RBHA report differ from that reported in the body of this report due to differences in the way EXCEL calculated response rate (i.e. EXCEL did not factor undeliverable surveys into the response rate)

## FY 2001 Statewide Consumer Perception Survey

surveys were returned to EXCEL and used in subsequent analyses. Twenty-two percent (22%) of survey respondents were from the General Mental Health program, 13% were from the Substance Abuse program, and 65% were from the program for Persons with Serious Mental Illness. Sixty-six percent (66%) of these respondents were Title XIX, while 34% were Non-TXIX/TXXI. There were no Title XXI respondents.

The five MHSIP adult survey items with the highest percentage of agreement, from highest to lowest, were as follows: #13, #1, #11, #16, #3. The five adult MHSIP survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #10, #26, #17, #9, #28. A summary of EXCEL adult survey results by domain is shown in Table 61 below.

**Table 61 - Summary of EXCEL Adult Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	82.1%	65.8% <sup>a</sup>	81.8%	65.6%
TXIX/TXXI respondents only	81.9%	65.6% <sup>a</sup>	82.8%	64.2%

<sup>a</sup> Statewide results indicate that this percentage is 67%

<sup>a</sup> Statewide results indicate that this percentage is 68%

## Family Survey

EXCEL mailed 180 family surveys to the households of consumers aged 0 to 13 and enrolled in the Children's program. The response rate reported by EXCEL for the family survey was 12.68%<sup>2</sup>. Forty (40) valid family surveys were returned to EXCEL and used in subsequent analyses. Eighty percent (80%) of these respondents were Title XIX, one (2%) was Title XXI, and 18% were Non-TXIX/TXXI.

The five MHSIP family survey items with the highest percentage of agreement, from highest to lowest, were as follows: #18, #21, #8, #15, #24. The five MHSIP family survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #19, #7, #6, #3, #4. A summary of EXCEL family survey results by domain is shown in Table 62 below.

**Table 62 - Summary of EXCEL Family Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	71.8%	80%	80%	55%
TXIX respondents only	77.4%	78.5%	81.2%	59.3%
TXXI respondents	42.8%	83.3%	71.4%	42.8%

<sup>2</sup> The response rates reported by EXCEL in their RBHA report differ from that reported in the body of this report due to differences in the way EXCEL calculated response rate (i.e. EXCEL did not factor undeliverable surveys into the response rate)

## FY 2001 Statewide Consumer Perception Survey

only				
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### Youth Survey

EXCEL mailed 147 youth surveys to consumers aged 13 and older, who were enrolled in the Children's program. The response rate reported by EXCEL for the youth survey was 12.2%<sup>3</sup>. Eighteen (18) valid youth surveys were returned to EXCEL and used in subsequent analyses. Eighty-nine percent (89%) of these respondents were Title XIX, one (5.5%) was Title TXXI, and one (5.5%) was Non-TXIX/TXXI.

The five MHSIP youth survey items with the highest percentage of agreement, from highest to lowest, were as follows: #15, #21, #17, #23, #16. The five MHSIP youth survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #9, #20, #18, #5, #2. A summary of EXCEL youth survey results by domain is shown in Table 63 below.

**Table 63 - Summary of EXCEL Youth Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	50% <sup>a</sup>	73.3%	64.7%	33.3%
TXIX respondents only	46.6%	69.2%	40%	31.2%
TXXI respondents only	not reported	not reported	not reported	not reported

<sup>a</sup> Statewide results indicate that this percentage is 53%

## NARBHA

### Adult Survey

NARBHA mailed 1767 adult surveys to consumers enrolled in the General Mental Health program (515), the Substance Abuse program (581), or the program for Persons with Serious Mental Illness (671). The response rate reported by NARBHA for the adult survey was 14.5%. Two hundred and fifty seven (257) valid adult surveys were returned to NARBHA and used in subsequent analyses. Thirty-three percent (33%) of survey respondents were from the General Mental Health program, 12% were from the Substance Abuse program, and 55% were from the program for Persons with Serious Mental Illness. Forty-three percent (43%) of these respondents were Title XIX, 57% were Non-TXIX/TXXI, and one (less than 1%) was Title XXI.

The five MHSIP adult survey items with the highest percentage of agreement, from highest to lowest, were as follows: #13, #14, #3, #11, #16. The five adult MHSIP survey items with the lowest percentage of agreement,

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<sup>3</sup> The response rates reported by EXCEL in their RBHA report differ from that reported in the body of this report due to differences in the way EXCEL calculated response rate (i.e. EXCEL did not factor undeliverable surveys into the response rate)

## FY 2001 Statewide Consumer Perception Survey

from lowest to highest, were as follows: #27, #26, #25, #28, #23. A summary of NARBHA adult survey results by domain is shown in Table 64 below.

**Table 64 - Summary of NARBHA Adult Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	77.9%	66.4% <sup>a</sup>	78.8%	54%
TXIX respondents only	70%	59.6%	75%	47%
TXXI respondents only	100%	100%	0%	0%

<sup>a</sup> Statewide results indicate that this percentage is 69%

## Family Survey

NARBHA mailed 708 family surveys to the households of consumers enrolled in the Children's program. The response rate reported by NARBHA for the family survey was 9.75%. Sixty-nine (69) valid family surveys were returned to NARBHA and used in subsequent analyses. Seventy percent (70%) of these respondents were Title XIX, 10% were Title XXI, and 20% were Non-TXIX/TXXI.

The five MHSIP family survey items with the highest percentage of agreement, from highest to lowest, were as follows: #21, #15, #24, #9, #13. The five MHSIP family survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #7, #6, #3, #25, #19. A summary of NARBHA family survey results by domain is shown in Table 65 below.

**Table 65 - Summary of NARBHA Family Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	63.8%	66.7%	77.9%	51.5% <sup>a</sup>
TXIX respondents only	54.17%	60.42%	70.21%	51.06
TXXI respondents only	84.71%	57.14%	85.71%	57.14%

<sup>a</sup> Statewide results indicate that this percentage is 49%

## Youth Survey

NARBHA mailed 289 youth surveys to consumers aged 14 and older, who were enrolled in the Children's program. The response rate reported by NARBHA for the youth survey was 3.46%. Ten (10) valid youth surveys were returned to NARBHA and used in subsequent analyses. Eighty percent (80%) of these respondents were Title XIX and 20% were Non-TXIX/TXXI. No survey respondents were Title TXXI.

## FY 2001 Statewide Consumer Perception Survey

The five MHSIP youth survey items with the highest percentage of agreement, from highest to lowest, were as follows: #21, #10, #15, #24, #18. The five MHSIP youth survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #6, #3, #5, #19, #20. A summary of NARBHA youth survey results by domain is shown in Table 66 below.

**Table 66 - Summary of NARBHA Youth Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	50%	66.7%	55.6%	20%
TXIX respondents only	50%	57.14%	57.14%	25%

## PGBHA

### Adult Survey

PGBHA mailed 1333 adult surveys to consumers enrolled in the General Mental Health program (487), the Substance Abuse program (402), or the program for Persons with Serious Mental Illness (444). The response rate reported by PGBHA for the adult survey was 26.10%. Three hundred thirty two (332) valid adult surveys were returned to NARBHA and used in subsequent analyses. Thirty-five percent (35%) of survey respondents were from the General Mental Health program, 15% were from the Substance Abuse program, 58% were from the program for Persons with Serious Mental Illness, and 2% of surveys were lacking a program indicator. Forty-five percent (45%) of these respondents were Title XIX, 52% were Non-TXIX/TXXI, and 2% were missing an entitlement indicator.

The five MHSIP adult survey items with the highest percentage of agreement, from highest to lowest, were as follows: #7, #1, #3, #11, #14. The five adult MHSIP survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #26, #27, #25, #28, #23. A summary of PGBHA adult survey results by domain is shown in Table 67 below.

**Table 67 - Summary of PGBHA Adult Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	86.1%	83%	83.1%	64.3%
TXIX/TXXI respondents only	80%	79.9%	75.4%	62%

### Family Survey

PGBHA mailed 537 family surveys to the households of consumers enrolled in the Children's program. The response rate reported by PGBHA for the family survey was 18.66%. Ninety-six (96) valid family surveys were



## FY 2001 Statewide Consumer Perception Survey

returned to PGBHA and used in subsequent analyses. Sixty-nine percent (69%) of these respondents were Title XIX, 6% were Title XXI, 23% were Non-TXIX/TXXI, and 2% were missing an entitlement indicator.

The five MHSIP family survey items with the highest percentage of agreement, from highest to lowest, were as follows: #21, #24, #15, #13, #23. The five MHSIP family survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #6, #7, #19, #3, #4. A summary of PGBHA family survey results by domain is shown in Table 68 below.

**Table 68 - Summary of PGBHA Family Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	69.5%	73.7%	83.2%	49%
TXIX/TXXI respondents only	70.4%	74.6%	83.1%	50%

## Youth Survey

PGBHA mailed 219 youth surveys to consumers aged 14 and older, who were enrolled in the Children's program. The response rate reported by PGBHA for the youth survey was 9.13%. Eighteen (18) valid youth surveys were returned to PGBHA and used in subsequent analyses. Seventy-eight percent (78%) of these respondents were Title XIX, 11% were TXI, and 11% were Non-TXIX/TXXI.

The five MHSIP youth survey items with the highest percentage of agreement, from highest to lowest, were as follows: #24, #15, #21, #1, #14. The five MHSIP youth survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #8, #6, #5, #20, #11. A summary of NARBHA youth survey results by domain is shown in Table 69 below.

**Table 69 - Summary of PGBHA Youth Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	87.5%	93.3%	73.3%	70.6%
TXIX/TXXI respondents only	85.7%	92.9%	71.4%	80%

## ValueOptions

### Adult Survey

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ValueOptions mailed 2120 adult surveys to consumers enrolled in the General Mental Health program (729), the Substance Abuse program (763), or the program for Persons with Serious Mental Illness (628). The response rate reported by ValueOptions for the adult survey was 15%<sup>4</sup>. Three hundred sixteen (316) valid adult surveys were returned to ValueOptions and used in subsequent analyses. Thirty-one percent (31%) of survey respondents were from the General Mental Health program, 14% were from the Substance Abuse program, and 55% were from the program for Persons with Serious Mental Illness. Forty-seven percent (47%) of these respondents were Title XIX, 53% were Non-TXIX/TXXI. No respondents were TXXI.

The five MHSIP adult survey items with the highest percentage of agreement, from highest to lowest, were as follows: #16, #6, #3, #11, #13. The five adult MHSIP survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #26, #25, #28, #27, #22. A summary of ValueOptions adult survey results by domain is shown in Table 70 below.

**Table 70 - Summary of ValueOptions Adult Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	77.9%	68.8%	72.9%	52.9%
TXIX/TXXI respondents only	80%	not reported	74%	57%

## Family Survey

ValueOptions mailed 797 family surveys to the households of consumers enrolled in the Children's program. The response rate reported by ValueOptions for the family survey was 17%<sup>5</sup>. One hundred one (101) valid family surveys were returned to ValueOptions and used in subsequent analyses. Twenty-four percent (24%) of these respondents were Title XIX, % were Title XXI and 75% were Non-TXIX/TXXI. One (1%) return was from a TXXI respondent.

The five MHSIP family survey items with the highest percentage of agreement, from highest to lowest, were as

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<sup>4</sup>The response rates reported by ValueOptions in their RBHA report differ from that reported in the body of this report due to differences in the way EXCEL calculated response rate (i.e. ValueOptions did not factor surveys returned after the cutoff into the response rate)

<sup>5</sup>The response rates reported by ValueOptions in their RBHA report differ from that reported in the body of this report due to differences in the way EXCEL calculated response rate (i.e. ValueOptions did not factor surveys returned after the cutoff into the response rate)

## FY 2001 Statewide Consumer Perception Survey

follows: #21, #24, #13, #19, #16. The five MHSIP family survey items with the lowest percentage of agreement, from lowest to highest, were as follows: #9, #20, #6, #17, #4. A summary of ValueOptions family survey results by domain is shown in Table 71 below.

**Table 71 - Summary of ValueOptions Family Survey Results**

	General Satisfaction	Access	Quality/Appropriateness	Outcome
	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5	% with domain score of <2.5
overall respondents	68.4% <sup>a</sup>	67% <sup>b</sup>	69.1%	54.5%
TXIX/TXXI respondents only	65.7% <sup>c</sup>	69.8% <sup>d</sup>	67.1% <sup>e</sup>	51.3% <sup>f</sup>

<sup>a</sup> Statewide results indicate that this percentage is 69% <sup>b</sup> Statewide results indicate that this percentage is 66% <sup>c</sup> Statewide results indicate that this percentage is 67% <sup>d</sup> Statewide results indicate that this percentage is 68% <sup>e</sup> Statewide results indicate that this percentage is 68% <sup>f</sup> Statewide results indicate that this percentage is 53%. These differences may be due to ADHS/DBHS' inclusion of 10 returned ValueOptions youth surveys from children under the age of 14 for analysis with the ValueOptions family surveys.

## Youth Survey

ValueOptions mailed 797 youth surveys to the households of consumers enrolled in the Children's program. Eighteen (18) youth surveys were returned. However, many of the youth surveys returned were from the households of children under age 14, thus did not meet survey criteria. Due to this, ValueOptions did not include youth survey findings in their report.

## DISCUSSION

### Synthesis of Survey Results

The 2001 consumer perception survey was an intensive undertaking involving the administration of three different surveys. Each survey was targeted to a sample of behavioral health clients from one of three distinct populations: adults enrolled in the GMH, SA, or SMI program; the families of children enrolled in the Children's program; and youth, aged 14 and older<sup>1</sup>, enrolled in the Children's program. For each of these surveys, a domain score was calculated to represent the percentage of satisfaction expressed by survey respondents for the following: **access**, **quality/appropriateness**, and **outcomes**. An overall satisfaction score was also reported, which was based on the **general satisfaction** domain.

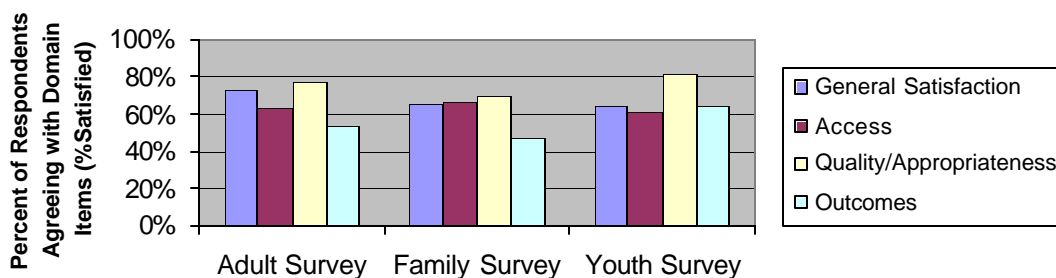
For the adult survey, the overall (general) satisfaction was 80%. The **quality/appropriateness** domain ranked the highest, with 79% of survey respondents indicating satisfaction in service Quality/Appropriateness. The **access** domain ranked next, at 71%, and the **outcomes** domain ranked lowest, at 58%.

Overall (general) satisfaction for the family survey was 68%. The **quality/appropriateness** domain was the highest ranked domain, with 75% of survey respondents indicating satisfaction followed by **access**, at 70% and **outcomes**, at 51%.

Interestingly, the youth survey has the same overall satisfaction rate (68%) as that of the family survey. **Access** was the highest rated domain for the youth survey, at 75%, followed by **quality/appropriateness** domain (72%) and **outcomes** domain at 51%.

When the above statewide rankings of domains for each survey are compared with the RBHA results, the domain rankings for each individual RBHA do not always follow the statewide pattern. The following Figures provide a visual depiction of the domain scores for each RBHA, by survey type. (Note: these figures do not consider the variation in response rates for each survey.)

Figure 16 - CPSA Survey Results - By Domain



<sup>1</sup> See body of report for exceptions to this statement.

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Figure 17 - EXCEL Survey Results - By Domain

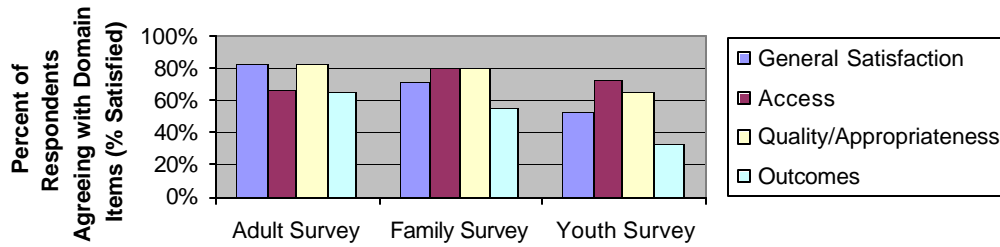


Figure 18 - NARBHA Survey Results - By Domain

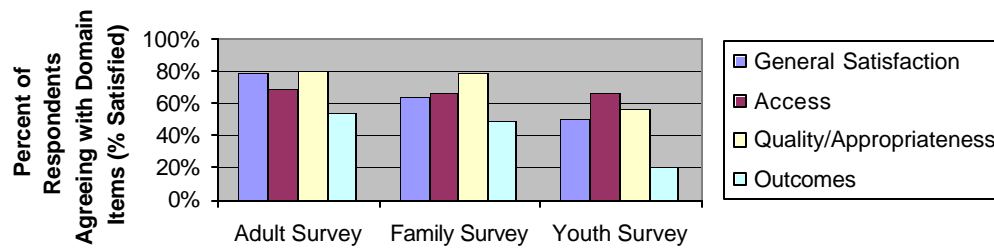


Figure 19 - PGBHA Survey Results - By Domain

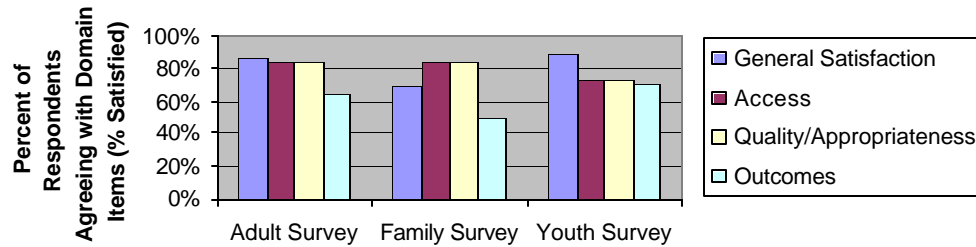
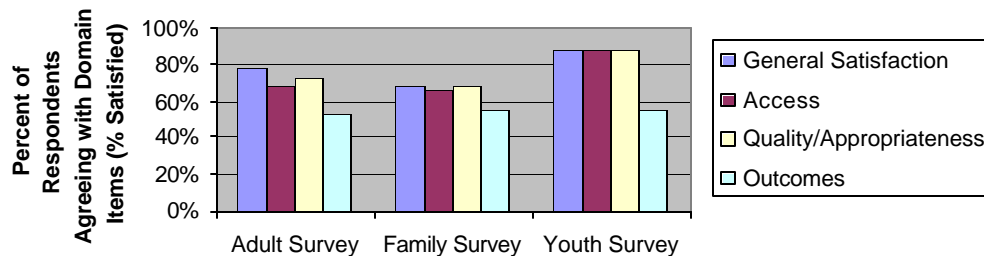


Figure 20 - ValueOptions Survey Results - By Domain



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Although the adult, family, and youth survey results are not directly comparable due to differences in the survey items, some general observations can be made.

One result evident across all three surveys is that the Outcome domain is consistently ranked lower than the other domains examined. This is true across all survey types (i.e. adult, family, youth). The lower score for the Outcome domain is also seen in the 1999 statewide consumer perception survey results. The consistent pattern of consumers showing low satisfaction in the outcomes of services should be considered in program planning and quality improvement processes. It is recommended that this finding be considered in analyzing other alternate measurements of client outcomes.

Another observation is that, in most cases, statewide domain results for TXIX/TXXI survey respondents appear to be lower than the results recorded for Non-TXIX/TXXI survey responses. TXIX/XXI respondents expressed slightly but consistently less satisfaction for most of the domains when compared to Non-TXIX/TXXI survey respondents. Although the difference is statistically significant in only one case (General Satisfaction for the adult survey), the consistency of this occurrence across most domains is curious. The only exceptions were seen in the Outcome domain for the family and youth surveys, where TXIX/TXXI respondents had better satisfaction scores than Non-TXIX/TXXI respondents.

In addition to review of domain scores, it is also instructive to examine survey results by item. Using the percentage of survey respondents who 'agreed' or 'strongly agreed' with each survey item, the items were ranked from highest to lowest. The top three survey items for each survey (i.e. those items with the highest percentage of survey respondents who agree or strongly agree with the item), from highest to lowest, are as follows:

### **Adult Survey**

- #13 *"I was given information about my rights"*
- #3 *"I would recommend this agency to a friend or a family member"*
- #11 *"I felt comfortable asking questions about my treatment medication"*

### **Family Survey**

- #21 *"Staff treated us with respect"*
- #24 *"Staff spoke with me in a way that I understood"*
- #12 *"The people helping my child listened to what he/she had to say"*

### **Youth Survey**

- #21 *"Staff treated me with respect"*
- #24 *"Staff spoke with me in a way that I understood"*
- #15 *"The location of services was convenient"*

Conversely, the bottom three survey items for each survey (i.e. those items with the lowest percentage of survey respondents who agree or strongly agree with the item), from lowest to highest, are as follows:

### **Adult Survey**

- #26 *"I do better in school and/or work"*
- #25 *"I do better in social situations"*
- #27 *"My housing situation has improved"*

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### **Family Survey**

- #6 *"My child is better able to cope when things go wrong"*
- #7 *"I am satisfied with our family life right now"*
- #19 *"My child and family got as much help as we needed"*

### **Youth Survey**

- #8 *"I helped to choose my services"*
- #20 *"I, not staff, decided my treatment goals"*
- #19 *"I got as much help as I needed"*

A final observation pertains to survey results for the additional questions on the adult survey related to treatment/service planning. Overall, it appears that differences in the perceived utility of service/treatment planning may vary somewhat according to the age and ethnicity of survey respondents. Hispanic respondents tended to have a more positive perception of the usefulness of service/treatment planning, as did survey respondents age 46 and above.

Additionally, in two of the three questions regarding treatment/service planning<sup>2</sup>, there was a statistically significant difference seen in responses, depending on the program in which the respondent was enrolled. A higher percentage of respondents in the Substance Abuse (SA) program rated the usefulness of treatment planning positively than respondents in the programs for Persons with Serious Mental Illness (SMI), or General Mental Health (GMH). Respondents in the GMH program rated treatment/service planning as useful less frequently than respondents enrolled with the other two programs.

## **Comparability of 1999 and 2001 Survey Results**

As previously noted, the 2001 consumer perception survey expanded upon 1999 efforts by utilizing an updated, 28-item version of the MHSIP consumer survey, and the original version of the MHSIP children surveys (i.e. family and youth surveys). The 1999 consumer perception survey is sufficiently similar to the 2001 adult survey to make some general comparisons. However, it should be noted that there are slight differences in the wording of some 2001 adult survey items that were also included in the 1999 survey. In addition, there were some 1999 survey items which were not included in the 2001 survey, and some of the 2001 adult survey items were not included in the 1999 survey. Finally, in the 1999 consumer perception survey, the same survey was distributed to children as well as adults, whereas the 2001 adult survey was distributed only to adults. The latter can be addressed by analyzing the adult respondents only in the 1999 survey. However, caution should be taken in comparing the results because of the item differences in the two surveys.

The results of the family and youth surveys cannot be compared with the 1999 survey results because the items of these two surveys are substantially different from the 1999 survey items.

As a state grantee of the MHSIP Sixteen State Indicator Pilot Grant, ADHS/DBHS participated in the MHSIP subgroup discussion in developing and finalizing the MHSIP children surveys. The original version of the surveys were pilot -tested in the states of Virginia, Oklahoma, Colorado, and Texas. Results of the pilot test were used to test the construct validity and reliability of the instrument which came out to be high. Further refinements of the surveys have been recommended by the subgroup.

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<sup>2</sup>Survey items pertaining to consumer participation in treatment planning were not asked in the 1999 statewide consumer survey.

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### **Survey Limitations, Issues, and Problems**

As with the 1999 consumer perception survey, the primary survey limitation identified by the RBHAs was a concern about the generalizability of survey results, in light of the low response rates. This is particularly true for the family and youth surveys, which achieved only a 14% and 7% statewide response rates, respectively. One RBHA indicated that its low response rate may have been due to the increased number of surveys that it had recently requested its members to complete. Another RBHA felt that the length of the survey may have hindered potential respondents. The low response rate may also indicate the need for ADHS/DBHS and the RBHAs to be more creative in soliciting survey participation from clients. One area that may be explored is through increasing the participation of consumers in the survey process. Another is by changing the mail distribution method into other ways that have been found effective by other states.

A related issue on the response rate is the relatively high percentage of surveys returned as undeliverable to some of the RBHAs, and the inability of other RBHAs to track undeliverable surveys. In either case, this has a quality improvement implication which the RBHAs should consider.

The expansion of the 2001 consumer perception survey to include three distinct surveys seemingly caused confusion with some RBHAs, which resulted in veering away from the agreed upon survey protocol. For example, the households of all children in the sample population were to receive a family survey. In addition, all children in the survey sample who were age 14 or older were to receive a youth survey. One RBHA inadvertently sent both surveys to the households of all children in the survey sample. Another RBHA sent family surveys only to the households of children under the age of 13 (as opposed to the households of all children), and youth surveys to children age 13 or older (instead of to children age 14 or older). Although these variations exist, it is not expected to significantly impact the results of the survey.

Another problem experienced by two RBHAs was related to the printing of surveys. This resulted in surveys with mismatched survey pages. This happened on the youth and family surveys, which have very similar survey items (the only difference was on the use of the first person vs third person language). The survey data were salvaged, however, these surveys required manual data entry.

One RBHA reported a problem related to the method used to pre-fill each survey with the appropriate data (e.g. survey number, RBHA ID, etc.) prior to mailing. It was discovered after printing the surveys that the paper used was not adequate to run through the printer in order to complete the pre-fill process. As a result, the first page of all surveys had to be reprinted on paper of better quality.

Although one RBHA noted that the use of ADHS/DBHS' scannable survey format made data retrieval much easier as opposed to traditional data entry, this was not a perspective shared by other RBHAs. Several of the RBHAs experienced technical difficulties while using the scanning equipment and software. In addition, the RBHAs opted to travel to Phoenix rather than sending the completed surveys via facsimile, which resulted in additional expense. The technical difficulties experienced were associated with the learning curve of both the ADHS/DBHS and RBHA staff in the use of the equipment. It is expected that future use of the equipment will reap the expected benefits for which the technology was intended to provide.

One limitation posed by the scannable survey format is the inefficient handling of written comments or open-ended questions by the OCI scanner. The scanning problems encountered had the effect of delaying established time-frames for survey scanning and analysis. All written comments were entered into an MS-ACCESS database template provided to the RBHAs by ADHS/DBHS.

A final issue identified by the RBHAs is the overall cost-to-benefit ratio for the survey, considering the low response rate achieved using the mail-out method, despite the great expense incurred. One rural RBHA noted that there was a sizable financial burden associated with staff time and supplies related to survey



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administration. Several of the RBHAs indicated their support for the exploration of alternative survey methods that would be less costly but be likely to achieve higher response rates.

## **Incorporating Survey Results into the Continuous Quality Improvement Process**

### ***CPSA***

CPSA plans to use the results of the consumer perception survey to provide feedback to their service delivery system as a part of its efforts to collaboratively implement performance improvement activities throughout Southeastern Arizona. They intend to accomplish this objective by undertaking several activities. First, survey results will be shared with all CPSA Executive and Management teams, as well as to the Risk-Based Provider Chief Executive Officers, Clinical Directors, and Quality Management Directors. Second, the most salient issues arising from survey results will be discussed with the Quality Management Directors/Coordinators from Risk-Based Providers on an ongoing basis in order to identify patterns/consistencies with information and data being collected regarding well-being of clients. CPSA will also work with ADHS/DBHS and the other RBHAs to address any statewide issues that may be identified through examination of statewide survey results. Finally, CPSA's Network Managers will discuss survey results with their respective population councils (i.e. Persons with SMI Council, Children's Council, and GMH/SA Council).

### ***EXCEL***

EXCEL identified several specific survey findings which would benefit from further exploration. First, there was concern expressed regarding respondent perceptions in the area of staff belief in the consumer's ability to grow and change. Inclusion of this item into current internal customer surveys is being considered. Second, EXCEL identified that further investigation may be warranted with regard to the satisfaction of female, non-Hispanic, General Mental Health customers, as survey results seem to suggest that these consumers may be less satisfied with quality/appropriateness and outcomes than others. A third area pertains to a disparity between the satisfaction of Non-Hispanics and Hispanics, with the former indicating less satisfaction than the latter. Fourth, EXCEL identified a need for more intense monitoring of consumer perception of their involvement with treatment planning. Fifth, EXCEL indicated that there was a need for further investigation of the low rate of satisfaction with outcomes, and suggested that formation of a Quality Improvement team to address this issue may be appropriate. Finally, EXCEL identified a need for further investigation of the degree of information exchange between consumers and EXCEL staff, perhaps through EXCEL consumer surveys. With respect to written comments, EXCEL plans to request comment from providers as appropriate.

### ***NARBHA***

NARBHA plans to forward any issues identified in the report on to the providers in the appropriate NARBHA region. NARBHA noted that, in response to the 1999 consumer perception survey results indicating low satisfaction on the area of outcomes, steps have been taken to address this issue. These steps included the addition of an objective on the 2000-2001 Strategic Plan, and formation of a performance improvement group in January, 2001. The efforts in place will continue, since the 2001 consumer perception survey results indicate continued low satisfaction with outcomes.

### ***PGBHA***

PGBHA plans to focus performance improvement activities on strategies that will impact outcome. PGBHA will use their established Performance Improvement model to guide improvement activities. The first step will be

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to share survey results with its Board of Directors and outline its Performance Improvement plans. PGBHA has identified the specific items from each survey where potential areas for improvement exist, based on a 75% threshold. In terms of domains, the Outcome domain was identified as an area for improvement for all populations surveyed, and the Quality/Appropriateness domain (specifically for family involvement) was also identified for the youth survey. PGBHA also plans to produce satisfaction results by provider, which will then be distributed to their provider network for further analysis. PGBHA plans to use this breakdown to reveal the source(s) of specific domain items with a low score. Based on this information, PGBHA will work collaboratively with their provider network to develop plans for concentrated improvement efforts. PGBHA intends to ask providers to identify areas where they feel performance improvement activities are needed. If performance improvement activities are identified at the provider level, the providers will then be asked to supply PGBHA with status and progress reports specific to their performance improvement activities.

### ***ValueOptions***

ValueOptions plans to share survey results and ask for feedback from a variety of groups, including Executive Management, the Consumer Advisory Committee, the Clinical Advisory Committee, Provider QM Coordinators, Adult Case Management, Children's Services, and the Children's Networks. Each of these groups will be asked to identify the three items they feel are most important for ValueOptions to address, and to provide any feedback regarding recommended approaches for addressing the identified items. The feedback provided by these groups will be compiled and reviewed by the Quality Improvement Steering Committee, who will finalize the list. The hope is that a subcommittee will be appointed to finalize and track the plans of correction developed. ValueOptions plans to share the written comments received with each respective agency. If multiple agency issues are identified through the written comments, ValueOptions may request that the agency develop an appropriate plan of correction.

### **Recommendations**

The 2001 consumer perception survey was more complex than past statewide surveys due to the administration of three different surveys geared to specific consumer sub-populations i.e., adults, families of children, and youth aged 14 through 18. It was also the first time that scanning technology was used on a statewide basis, both to develop the survey format, and to read completed surveys.

Some of the recommendations made by the RBHAs have to do with the challenges associated with administering three surveys concurrently, as well as their experiences related to technical difficulties encountered using the scanning equipment. Other recommendations have to do with issues such as method of survey administration, survey content, and survey cost. The following list provides a summary of the recommendations and suggestions made by the RBHAs with regard to the 2001 consumer perception survey.

- Consider an alternative survey methodology in order to increase the response rate and the representativeness of the sample. For example, surveys could be administered in-person to consumers presenting for their appointments at service delivery sites.
- In order to increase the survey base population, consider expanding the time period from which the sample size is drawn for smaller RBHAs, or alternatively, attempt to survey all customers (not just those receiving services) during the shorter time period.
- Consider requiring that surveys be written at a fourth grade reading comprehension level, and pilot test/review all surveys to ensure that the survey questions can be understood by respondents and/or

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related directly enough to the Arizona behavioral health service delivery system.

- Consider how the RBHAs can be compensated for the expense associated with survey activities (i.e. survey administration, data entry, data analysis, report preparation).

Based upon the experiences of ADHS/DBHS in administration of the 2001 consumer perception survey, review of RBHA survey reports, and analysis of statewide survey results, the ADHS/DBHS Bureau of Quality Management and Evaluation recommends that the following steps be taken:

- Conduct a debriefing of the survey process with RBHA staff involved in the 2001 consumer perception survey. The debriefing session(s) will provide ADHS/DBHS and the RBHAs with the opportunity to:
  - Further elaborate on the challenges faced in the 2001 consumer perception survey administrative processes, review strategies that were successful in overcoming various challenges (e.g., undeliverable surveys), and identify ways to address these issues for future surveys.
  - Discuss survey results from the perspective of how results are being incorporated into overall RBHA-specific Quality Improvement activities.
  - Identify survey-related areas where the RBHAs desire/require additional training or technical assistance.
  - Identify and discuss particular survey items of concern. (One of the RBHAs observed that some of the more all-encompassing outcome-related survey items may be measuring attributes for which the behavioral health services may not contribute a benefit.)
  - Develop a planning strategy for the 2003 consumer perception survey.
- Gather updated information from other states who are using the MHSIP consumer perception surveys, and dialogue with these regarding their experiences with regard to challenges experienced by Arizona (i.e., survey costs, distribution methodology, response rates, concerns related to specific survey items, etc), and incorporate the lessons learned by these states in planning for the 2003 survey.
- Examine survey items which received low satisfaction ratings statewide and recommend strategies to further explore or address these issues.
- Ensure that the RBHAs follow-through with the survey-related Quality Improvement activities through quarterly reporting in each RBHA's Quarterly Quality Management Report.
- Qualitative analysis of written comments submitted by survey respondents
- Additional analysis of survey data, in order to view survey results from an urban-rural perspective.